

Re: Vista Bus to SBS2003R2 connectcomputer problems . . .

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg02702.html>

- *From:* Robert Li <Robert.Li@xx>
 - *Date:* Fri, 19 Oct 2007 04:42:01 -0700
-

Hi Trover,

Thanks for your reply.

From the logs, I found the following information:

CNSHelp::Start() - DownloadFile(server.txt) failed [-2146697208]
CNSHelp::Start() - one or more files missing, showing an error and exiting

This the cause of the issue. Based on my research, this issue occurs when Default web site is not listening on "All Unassigned" for port 80.

Resolution:

Set default web site to listen on "All Unassigned" for port 80. To do so:

Open IIS MMC, right click Default Web Site and then click Properties. In the Web site tab, make sure "All Unassigned" is selected in IP address field.

If not, please change it and run "iisreset".

Note: Before above steps, you may need to rerun CEICW to re-configure the network and firewall on the SBS server.

If the problem persists, please help me collect the following information:

Gather IIS Metabase:

1) Download the IIS Resource Kit tools from the following page:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&disp>

2) Install it, run MBExplorer (Metabase Explorer)

3) Right click the "LM" node and choose "Export to file".

4) Specify a file name, specify the password and finish the export.

5) Send the file and the password to me.

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More info:

You receive an error message when you try to join your computer to a Windows Small Business Server 2003 domain

<http://support.microsoft.com/?id=838431>

Hope this helps.

Rober Li

"TrevorWhite" wrote:

Hi Chris,

Thanks for that. I have seen this too, I have disabled all of the contentious features on the NIC on the Vista and SBS box (actually the SBS box has an older dual NIC and is not a problem). I have also installed the latest driver from HP for the Vista PC.

I just seem to be coming to a grinding halt with all of this. Its so frustrating as there is clearly some common issue for a given set of circumstances (many others have the same problem but others are working OK) Just wish I could get that break through pointer.

Regards

Trevor

"Cris Hanna [SBS-MVP]" wrote:

Trevor

In looking at the information that you sent, I see that your SBS server is at Windows SP2

It might be worth reviewing this blog from the SBS Product team on networking issues which resulting for the application of SP2

<http://blogs.technet.com/sbs/archive/2007/04/24/common-networking-issues-after-applying-windows-server-2003-sp2-on-sbs.aspx>

"TrevorWhite" <TrevorWhite@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:D6AA6738-3B22-4B8B-AC3F-FA368D3D54BC@xxxxxxxxxxxxxxxxxxxx>

Yep thats what I (and a number of others) are doing and not getting the expected results. I have posted a full account and sysinfo dumps for the SBS

and Vista box in my last reply to Chris Hanna. Let me know if there are any pointers you can give me.

If I fix this I promise to post the complete solution . . .thats waht been frustrating me . . . recommendations have been given then the thread just goes quiet.

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The 'extra' operations that I have described have been as the result of 3 days activity last week on an Experts-Exchange.com thread. This is still open with myself and Jeff@Techsoeasy mainly participating . . . nothing doing yet
!!!

Thanks for your comment so far.

Regards
Trevor

"Brad" wrote:

Hi Trevor,

I ran into this problem with a few Vista Bus laptops –
Whenever I tried
to connect over a wireless connection.

1) Make sure you are on a wired connection, not wireless.
There is no
need to disable the UAC.

2) Make sure you have installed the vista patches on your
SBS machine.

3) In Control Panel -> Network Connections, disable all
network adapters
except your wired NIC. There is no need to worry about your
IP6

bindings.

4) Open internet explorer (no need to run as admin) and go to
<http://server/connectcomputer>, enable intranet settings when
prompted.

5) Follow the bouncing ball.

To install the certificate on Vista...

1) right click your IE icon and choose "run as administrator"

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- 2) When prompted that there is a problem with the website certificate, click "Continue to this website (not recommended)."
- 3) Click on the certificate error, near your URL bar, and then View Certificate.
- 4) Click Install Certificate -> Place all certificates in the following store -> Trusted Root Certification Authorities.
- 5) Reboot if necessary

TrevorWhite wrote:

Hi Chris,
Thanks for your comment, did not know that about Technet (I don't

subscribe)

I saw a Mr Rob Li of MSFT address this issue to a point but have not

seen the

conclusion. Would be very gratefull if anyone could pass this request

on.

My experience with Security Certificates is not as you describe it

(even

under XP clients) If a certificate is not present then you get a

prompt. This

is not the main problem but would be good to resolve.

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Main problem is that with connectcomputer.
Over the past few days we

have

gone over every nook and cranny including
the Intranet settings which

by

default are turned off. You have to turn on
Intranet settings and

disable

protected mode also add the server FQDN or
IP to the list of trusted

sites.

Main problem to get started was removing
all the NICs and other

protocols

that come with Vista out of the box apart
from the one being used to

connect

with.

If this can't be resolved is there a white
paper that explains all

that has

to be done to replace this important of SBS
wizards. I need the VPN

and other

remote stuff to work reliably and in a
managable way. I've learnt that

not

running the wizards in SBS is ust asking for
trouble.

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Really hope someone can through some light
on this.

Regards
Trevor

"Cris Hanna [SBS-MVP]" wrote:

You will only get responses
from Microsoft support in
this forum if

you

are a Technet Subscriber,
the way I understand it

When you connect your
Vista machine to the LAN,
and it gets an IP

from the

LAN, you should not see the
security certificate.

The only other thing I can
think of at this point would
be to Check

Vista

and make sure that the
IntraNet settings

When I connect a new vista
machine to the network
using
<http://servername/connectcomputer>

I typically get one of those
"information" bars telling
me that Intranet sharing (I
could be wrong

on

the exact wording) is not
turned on...would I like to

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enable it...I

say

yes.

I do that...run connect
computer again...and I'm off
to the races
No security warnings...UAC
does require me to let nshelp
run, but

thats

it.

The patches on your SBS
server have taken care the
errors about not

being

an Admin or having to run
IE& "as Administrator"

"TrevorWhite"
<TrevorWhite@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in

message

news:86124E9C-AD16-4EEC-9C41-A66E0563AFBE@xxxxxxxxxxxxxxxxxxxx

Hi Joe,
Unfortunately I have been
this route too. Have turned
off the User

Account

Control feature since this
apparently locks some parts
of the system

drive

required by the
connectcomputer script.

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Also tried all flavours of running the procedure with admin rights.

IE

right clicking IE7 and selcting run as Admin, logging in as the actual

local

admin account, and running as myself with local admin rights. Still no

change to

the situation.

I'd like to know how nshelp.exe attempts to download the files (IE

FTP, or

what) and what permissions need to be apparent for this to succeed.

Also

what ISA2004 SP3 setings need to be in place. (open ports etc.)

Most of all I'd like some input from MS, there seems to be too many instances of this problem for it to be not significant.

Regards
Trevor
Regards

"Joe" wrote:

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TrevorWhite
wrote:

Hi
Chris,
I
have
spent
3
days
and
the
weekend
on
this
to
no
avail.
Yep
I
run
all
of
the
KBs
both
on
the
server
and
on
the
Vista
PC
and

checked

same
many
times.
I
have
also
unbound
the
IPv6
protocols
from
all

NICs

and

also
those
tunnel
adaptors.
Also
uninstalled
the
Link-Layer

protocols

and

disbled
the
wireless
NIC.

There
are
two
issues:
1.
I
don't
seem
to
be
able
to
install
the
Security
Certificate
by

clicking

on
the
Cert
Error
and
then
installing
after
viewing

the
certificate

(this was

and
still
is
possible
when
connecting
an
XPpro
machine,
I
tested

after

I got

this
problem)

I don't think
IE on Vista
does that. I
haven't used
it a great
deal,

but

I've always
had to click
'go ahead
anyway' and
have never
been able

to

install an
erroneous
one. There's
probably
something a
bit

undocumented

involved.

2.
When
your
start
to
run
http:\\servername\connectcomputer
I
get

the

dialogue
that
says
do
you
want
to
run
or
save
nshelp.exe.
I
click

RUN

and an

error
stating:

Small
Business
Server
Network
Configuration
Wizard:
"An
error
occured
while
trying
to
copy
the
Client

setup
files.

Check

the

following
and
try
again"
Check
that
the
proxy
box
is
not
ticked
(it
isn't)
It
also
says
if
I

don'y

have
a
Proxy
setup
then
I
need
to
rerun
the
Client
Deployment

component on

the
server.
Since
IE7
appears
to
be

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setup
with
a
Proxy
until
I

disable

it I

haven't
run
the
Client
Deployment
component
on
the
server.
Not
sure

how to do

this
either.

If
I
click
save
instead
of
Run
I
can
save
the
nshelp.exe
to
the

desktop. But

as
soon
as
I
run
that

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file
(as
admin)
I
get
the
same
error.

Hope
you
guys
can
help,
this
is
drive
me
and
a
number
of
others
to
distraction.

A wildly
long shot: I
was having
trouble
today
getting

connectcomputer

to run at all,
it kept
telling me I
needed to
be an
admin, even

after

making a
local admin
of the same
name and
password.
The answer

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there

is

to turn off
user
account
control.

There was
no ISA
involved,
and I

wonder if
you are
seeing the

ISA
manifestation
of the same
kind of

thing.