

Re: can't ping gateway IP address

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-11/msg00922.html>

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- *From:* "Cris Hanna [SBS-MVP]" <[crisnospamhanna@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:crisnospamhanna@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 6 Nov 2007 17:24:55 -0600
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Is the gateway device supplied from the ISP or is it a Off the Shelf Router?  
2nd question..are you having internet issues?

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Cris Hanna [SBS-MVP]

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MVPs do not work for MS.  
Please do not contact me directly regarding issues.

"James" <[James@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:James@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:C74DA39C-BDAB-4CE2-828D-629212D1EA8A@xxxxxxxxxxxxxxxx>  
Hi Chris,

regarding pinging the gateway  
Do you have standard or premium?

Have Premium

How many NICs in the server

Two

can you run ipconfig /all on your server and post the results here?

As requested:

Microsoft Windows [Version 5.2.3790]  
(C) Copyright 1985-2003 Microsoft Corp.

```
C:\Documents and Settings\Administrator.AGGREGATECORPOR>ipconfig /all
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Windows IP Configuration

Host Name . . . . . : agcorpserver  
Primary Dns Suffix . . . . . : Aggregatecorporation.local  
Node Type . . . . . : Unknown  
IP Routing Enabled. . . . . : Yes  
WINS Proxy Enabled. . . . . : Yes  
DNS Suffix Search List. . . . . : Aggregatecorporation.local

Ethernet adapter INTERNAL:

Connection-specific DNS Suffix . :  
Description . . . . . : HP NC7761 Gigabit Server Adapter  
Physical Address. . . . . : 00-13-21-1C-B9-B8  
DHCP Enabled. . . . . : No  
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 EXTERNAL:

Connection-specific DNS Suffix . :  
Description . . . . . : Realtek RTL8139 Family PCI Fast  
Ethernet  
NIC  
Physical Address. . . . . : 00-17-9A-37-3C-1C  
DHCP Enabled. . . . . : No  
IP Address. . . . . : 10.0.0.1  
Subnet Mask . . . . . : 255.255.255.0  
Default Gateway . . . . . : 10.0.0.138  
DNS Servers . . . . . : 192.168.16.2  
NetBIOS over Tcpi. . . . . : Disabled

C:\Documents and Settings\Administrator.AGGREGATECORPOR>

Does this help? It is the 10.0.0.138 that we can't ping – this was identified in Best Practice Analyzer.

Thanks for you assistance

James

"James" <James@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:A947308C-7EA9-44B2-8979-B2AE4FA98735@xxxxxxxxxxxxxxxxxxxx](mailto:news:A947308C-7EA9-44B2-8979-B2AE4FA98735@xxxxxxxxxxxxxxxxxxxx)

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hi,

i recently ran the Best Practice Analyzer on my SBS2003 Premium server via Remote Accesss, but got the following error:

"Unable to ping IP address of the default gateway  
This computer is unable to ping the IP address of the default gateway.  
Ensure that the IP address of the default gateway is correct and is on the same subnet."

Server error reporting also shows the following errors – not sure if they are related (they have been listed in reportign for some time now):

"Auto started services not running  
MSSQLServerADHelper  
SQLAgent\$SHAREPOINT  
SQLAgent\$WSUS  
Microsoft Software Shadow Copy Provider  
Total auto–started services not running: 4 "

"Allocated Memory 5/11/2007 4:25 PM 1  
A large amount of memory is committed to applications and processes.  
Consistently high memory usage can cause performance problems."

Thanks

James