

Re: can't ping gateway IP address

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-11/msg00942.html>

- *From:* James <James@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 6 Nov 2007 19:49:00 -0800
-

Is the gateway device supplied from the ISP or is it a Off the Shelf Router?

Telstra BigPond supplied SpeedTouch 530 router. Can not browse to it (10.0.0.138) from workstations or server.

2nd question..are you having internet issues?

Staff with Administrator permissions staff can access the net fine, but when other internal staff (Internet User and Domain User permissions) try to access an external webpage, they can only access companyweb. However seems Internet User permission only users can access net. Email all transmits fine.

James

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Cris Hanna [SBS-MVP]

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

"James" <James@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:C74DA39C-BDAB-4CE2-828D-629212D1EA8A@xxxxxxxxxxxxxxxxxxxxx
Hi Chris,

regarding pinging the gateway
Do you have standard or premium?

Have Premium

How many NICs in the server

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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

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>

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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
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

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James