

## 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/msg00979.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Wed, 07 Nov 2007 09:25:16 GMT
- 

Hello James,

Thank you for posting here. Let's also thank Cris for the input.

From the description, I understand that the domain users unable access Internet and you receive event 14147 on the SBS Server about ISA 2004. If I am off base, please do let me know.

The Internet access issue may cause by the 14147 error. Let's focus on this error.

This issue occurs if the ISA Server network objects do not match the routing table entries that ISA Server uses to understand the network topology. I suggest you perform the following steps:

1. Run the CEICW. The CEICW will help you to configure the network settings on SBS:

Please open SBS server management console, navigate to 'To Do List'. Click 'Connect to the internet' in the right panel. Follow the wizard to configure the networking settings.

More info:

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

2. Please try to manually recreate the ISA Server internal network IP range to see if the problem can be resolved:

a. Open ISA management console, navigate to `Servename\Configuration\Networks`, on the "Networks" pane, and double click Internal.

b. Go to the Addresses tab, remove the existed address range.

c. Click the Add Adapter button, and add your internal network adapter

Re: can't ping gateway IP address

(Server Local Area Connection)

d. Then confirm only the address range of your internal network will be listed. And ensure  
10.0.0.2–10.255.255.255;169.254.0.0–169.254.255.255;172.31.255.255;192.168.0  
.0–192.168.15.255;192.168.17.0–192.168.255.255 which lists in the error  
message does not apply here.

e. Click the Apply button to save the changes.

3. If you have multiple subnets in your network, you may also refer to this  
KB document for resolution:

Client computers cannot access external resources, and event ID 14147  
appears in the Application log in ISA Server 2004 (884496)  
<http://support.microsoft.com/default.aspx?scid=KB:EN-US:884496>

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

1. Please help to gather the ISA Info:

1) Download the file from the following URL:

<http://www.isatools.org/tools/isainfo.zip>

2) Extract all files to a folder on ISA server.

3) Double click Isainfo.js. This will generate 2 files  
ISAInfo2004–<computer–name>.log and ISAInfo2004–<computer–name>.xml in the  
current folder.

4) Please send these files to me at v–terliu@xxxxxxxxxxxxxx

2. Gather MPS network report on SBS:

a. Download MPSrepot\_network from  
[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9  
15706/MPSRPT\\_NETWORK.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/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@xxxxxxxxxxxxxx

Hope the above info helps. Please feel free to let me know if anything is

Re: can't ping gateway IP address

Re: can't ping gateway IP address

unclear.

Thank you 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)

=====  
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: can't ping gateway IP address  
| thread-index: AcghArwrLo/Q4U33SIC3D148008f/Q==  
| X-WBNR-Posting-Host: 207.46.193.207  
| From: =?Utf-8?B?SmFtZXM=? <James@xxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <A947308C-7EA9-44B2-8979-B2AE4FA98735@xxxxxxxxxxxxxx>  
<CB446003-F5B5-4A59-9A1F-E0FC806AE14A@xxxxxxxxxxxxxx>  
<C74DA39C-BDAB-4CE2-828D-629212D1EA8A@xxxxxxxxxxxxxx>  
<A991AD73-6F59-4E45-856B-A3E79F9B9D1D@xxxxxxxxxxxxxx>  
<B2C810BB-83E5-4CEA-B1BC-5A79BE512E48@xxxxxxxxxxxxxx>  
| Subject: Re: can't ping gateway IP address  
| Date: Tue, 6 Nov 2007 21:55:01 -0800  
| Lines: 142

Re: can't ping gateway IP address

Re: can't ping gateway IP address

| Message-ID: <1911D6A8-D201-434D-A958-A2B017DBC152@xxxxxxxxxxxxxx>  
| 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 V6.00.3790.2992  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:74257  
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|

| >> 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.

| Thought you that this error message may be relevant:

| Microsoft Firewall: 14147  
| ISA Server detected routes through adapter INTERNAL that do not correlate  
| with the network element to which this adapter belongs. For best  
| practice,  
| the address range of an ISA Server network should match the address  
| ranges  
| routable through the associated network adapter as defined in the routing  
| table. Otherwise valid packets may be dropped as spoofed. (This alert may  
| occur momentarily when you create a remote site network. You may safely  
| ignore this message if it does not reoccur.) he address ranges in  
| conflict  
| are:  
| 10.0.0.2-10.255.255.255;169.254.0.0-169.254.255.255;172.31.255.255;192.168.0  
| ..0-192.168.15.255;192.168.17.0-192.168.255.255;.

| Regards

Re: can't ping gateway IP address

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| James

|>> "James" <James@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
|>> [news:C74DA39C-BDAB-4CE2-828D-629212D1EA8A@xxxxxxxxxxxxxxxxxxxx](mailto:news:C74DA39C-BDAB-4CE2-828D-629212D1EA8A@xxxxxxxxxxxxxxxxxxxx)  
|>> 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  
|>>  
|>> 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  
|>>

Re: can't ping gateway IP address

Re: can't ping gateway IP address

|>> 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)  
|>>> 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

Re: can't ping gateway IP address

Re: can't ping gateway IP address

|>>> 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  
|>>>  
|>>>  
|>>>  
|>>>  
|>>  
|

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