

Re: can't ping gateway IP address

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-11/msg01170.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Thu, 08 Nov 2007 10:11:12 GMT
-

Hello James,

Thank you for update.

Based on my research, I suggest you try the following steps:

1. Open ISA server, and find the "SBS Internet Access Rule", move it to the top of the list. Then, click Apply button.
2. Set web proxy on client computers:

To be a Web Proxy client, please open IE, click Tools->Internet Options, and click Connections->LAN Settings, configure ISA server as your Proxy server (you can enter either the computer name or the internal IP of the ISA server, port 8080 by default.)

3. Ensure you had install ISA firewall client on the client computers:

On each workstation, please access \\SBSServerName\mspcInt\, then run setup.exe.

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

1. Do you still get 14147 error?
2. Run command "ipconfig /all > c:\ipconfig_client.txt" and "route print > c:\route_client.txt" on problematic client, send the files c:\ipconfig_client.txt and c:\route_client.txt to me at v-terliu@xxxxxxxxxxxxxxxxxxxxxx
3. Please logon client computer with domain administrator, then access Internet. Are you redirected to companyweb?

4. Please help to gather the ISA Info:

- 1) Download the file from the following URL:

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<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
5. Please also help to gather the ISA logs:
 - 1) Schedule a down time.
 - 2) Open ISA 2004 management console.
 - 3) Expand the server node and highlight 'Monitoring'.
 - 4) In the right pane, switch to the 'Logging' tab, make sure the 'Task
Pane' is showed there.
 - 5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging
Tasks', and then switch the 'log storage format' from 'MSDE database'
(default) to 'File'.
 - 6) Switch to the 'Fields' tab, click 'Select All', and then click OK.
 - 7) In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging
Tasks', and then switch the 'log storage format' from 'MSDE database'
(default) to 'File'.
 - 8) Switch to the 'Fields' tab, click 'Select All', and then click OK.
 - 9) Click 'Apply' to save changes and update the configuration.
 - 10) Temporarily disable the Firewall service. To do that, please click
Monitoring | Services tab, and then right click 'Microsoft Firewall' to
choose 'Stop'.
 - 11) Clear the current existing W3C logs. To do that, go to the log saving
directory and clean any existing .W3C logs. By default, the logs will be
saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF may not
be able to deleted, that's normal.) You may backup them first and then
delete them.
 - 12) Go back to the ISA 2004 management console, and then Start the stopped
'Microsoft Firewall' service.
 - 13) Reproduce the problem, stop the service, and then gather the resulting
W3C files to me for analysis.

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14) Please also let me know the IP address of the testing clients so that I can filter the data.

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – 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: AcghvuhRXyKTvp2BTcSUKez62629HA==
| X-WBNR-Posting-Host: 207.46.193.207
| From: =?Utf-8?B?SmFtZXM=?= <James@xxxxxxxxxxxxxxxxxxxxxxxx>
| References: <A947308C-7EA9-44B2-8979-B2AE4FA98735@xxxxxxxxxxxxxxxx>
<CB446003-F5B5-4A59-9A1F-E0FC806AE14A@xxxxxxxxxxxxxxxx>
<C74DA39C-BDAB-4CE2-828D-629212D1EA8A@xxxxxxxxxxxxxxxx>
<A991AD73-6F59-4E45-856B-A3E79F9B9D1D@xxxxxxxxxxxxxxxx>
<B2C810BB-83E5-4CEA-B1BC-5A79BE512E48@xxxxxxxxxxxxxxxx>

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Re: can't ping gateway IP address

<1911D6A8-D201-434D-A958-A2B017DBC152@xxxxxxxxxxxxxx>
<iflyhASIIHA.5204@xxxxxxxxxxxxxxxxxxxxxx>
<7564981F-5FAC-4890-A5E4-596D71B0CE9C@xxxxxxxxxxxxxx>
<9DDC4EDD-6CC5-4586-8C53-5DB05F54EC59@xxxxxxxxxxxxxx>
<22C1F51D-FA93-415A-9B08-5B208121187F@xxxxxxxxxxxxxx>
| Subject: Re: can't ping gateway IP address
| Date: Wed, 7 Nov 2007 20:22:00 -0800
| Lines: 310
| Message-ID: <585F319F-18A4-430B-BD84-3585417006A5@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:74512
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| hi Chris,

| non-admin users are members of Internet Users, and Domain users.

| regards

| james

| "Cris Hanna [SBS-MVP]" wrote:

| > Are the non Admin users members of the Internet Users Security Group?

| >

| >

| > --

| > Cris Hanna [SBS-MVP]

| > -----

| > MVPs do not work for MS.

| > Please do not contact me directly regarding issues.

| >

| > "James" <James@xxxxxxxxxxxxxxxxxxxxxx> wrote in message

| > news:9DDC4EDD-6CC5-4586-8C53-5DB05F54EC59@xxxxxxxxxxxxxx

| > Ok ... I waited the couple of minutes (as recommended) and the server

CAN

| > now

| > ping the gateway at 10.0.0.138

| >

| > My workstation can now also browse to 10.0.0.138, however can not ping

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|> 10.0.0.138 (time out)
|>
|> Also, we still have the problem of non admin users not able to browse
the
|> internet (or internal ip addresses such as the printer we have at
|> 192.168.16.199). Instead of seeing the internet/internal pages – they
get
|> redirected to the Companyweb page.
|>
|> Is this part of the same problem or a different issue?
|>
|> regards
|>
|> James
|>
|>
|> "James" wrote:
|>
|>> Hi Terence,
|>>
|>> I have emailed the information. ran CEICW – problem not solved. I
|> removed
|>> all ranges for internal adapter except our 192.168.16.0 range, but
that
|> did
|>> not solve the problem. Followed your additional instructions, but got
|> errors
|>> during the Isatools process. Cab file is on its way.
|>>
|>> The key issue that I was trying to focus on is the inability to ping
the
|>> router/gateway at 10.0.0.138. Not sure if the 14147 error is related.
|>>
|>>
|>>
|>>
|>>
|>>
|>> "Terence Liu [MSFT]" wrote:
|>>
|>>> 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.
|>>>

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|>>> 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
|>>> Servername\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
|>>> (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.
|>>>

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|>>> 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 MPSrept_network from
|>>>
|>
<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0b>
|> d9
|>>> 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\
|>>>

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|>>> 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
|>>> unclear.
|>>>
|>>> Thank you and have a nice day!
|>>>
|>>> Best regards,
|>>>
|>>> Terence Liu(MSFT)
|>>>
|>>> Microsoft CSS Online Newsgroup Support
|>>>
|>>> Get Secure! – 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
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|>>> so, it will ensure your issues are resolved in a timely manner.
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|>>>

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>>>
>>> -----
>>> | Thread-Topic: can't ping gateway IP address
>>> | thread-index: AcghArwrLo/Q4U33SIC3D148OO8f/Q==
>>> | X-WBNR-Posting-Host: 207.46.193.207
>>> | From: =?Utf-8?B?SmFtZXM=?= <James@xxxxxxxxxxxxxxxxxxxxxxxx>
>>> | References: <A947308C-7EA9-44B2-8979-B2AE4FA98735@xxxxxxxxxxxxxxxx>
>>> | <CB446003-F5B5-4A59-9A1F-E0FC806AE14A@xxxxxxxxxxxxxxxx>
>>> | <C74DA39C-BDAB-4CE2-828D-629212D1EA8A@xxxxxxxxxxxxxxxx>
>>> | <A991AD73-6F59-4E45-856B-A3E79F9B9D1D@xxxxxxxxxxxxxxxx>
>>> | <B2C810BB-83E5-4CEA-B1BC-5A79BE512E48@xxxxxxxxxxxxxxxx>
>>> | Subject: Re: can't ping gateway IP address
>>> | Date: Tue, 6 Nov 2007 21:55:01 -0800
>>> | Lines: 142
>>> | Message-ID: <1911D6A8-D201-434D-A958-A2B017DBC152@xxxxxxxxxxxxxxxx>
>>> | 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)

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|> 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.) The 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
|>>> |
|>>> | James
|>>> |
|>>> |
|>>> |
|>>> |
|>>> |>> "James" <James@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> 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  
|
```

.