

# RE: Companyweb and RWW are not available

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-12/msg02938.html>

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- *From:* [v-robeli@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxx) ([v-robeli@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxx) (Robert Li [MSFT]))
  - *Date:* Fri, 21 Dec 2007 07:59:01 GMT
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Hi,

Thanks for posting in our newsgroup and also for Kevin and SBS Rocker's suggestion.

Since usually we only support one issue per thread and we are not sure if the two issues are related, a suggestion is to focus on the Companyweb issue first. Since your issue is urgent, you can open a new thread in our newsgroup for RWW issue. Thanks for your understanding.

Based on my research, I'd like to give you the following suggestions:

Step 1: Run the CEICW and configure the network settings. This helps us to configure the network and IIS setting correctly. You can see the detail steps in the article below:

More information:

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

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

Step 2: The companyweb issues may be related to the settings in IIS, please check the following:

1. Open IIS snap-in.
2. Go to Servername(local)/Web Sites.
3. Right click Companyweb and click Properties.
4. Click Home Directory tab.
5. Please ensure you have input proper Local Path (C:\inetpub\companyweb) and also ensure the checkbox of Read, Log Visit and Index this resource are checked.

And also ensure Application Settings as follows:

- Application Name: Root
  - Execute Permissions: Script only
  - Application Pool: DefaultAppPool
6. Click Directory Security tab.
  7. Click Edit under "Authentication and access control".

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8. Make sure that the option "Integrated Windows Authentication".
9. Click Edit under "IP address and domain name restriction".
10. Make sure that "Granted access" has been selected.
11. Click Edit under "Secure communications".
12. Make sure that "Require secure channel (SSL)" is not checked.
13. On the ASP.NET tab, ensure version is 1.1.4322.

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

1. Can you visit OWA successfully?
2. What's the error message can you see when fail to visit Companyweb?
3. Gather IIS log:
  - 1) Open IIS snap-in.
  - 2) Right click Default Web Site and click Properties.
  - 3) Uncheck the "Enable Logging" box and click Apply.
  - 4) Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to a backup location.
  - 5) Check "Enable Logging" box and click OK.
  - 6) Run IISReset command.
  - 7) Reproduce the problem and send the log file in C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.
4. 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&displaylang=en>
  - 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.
5. MPS Report
  - 1) Download MPS report tool from:  
[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_SETUPPerf.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE)
  - 2) Run the MPSRPT\_SETUPPerf.exe on the server box.
  - 3) Wait for 10~15 minutes.
  - 4) Open Windows explorer, navigate to %SYSTEMROOT%\MPSReports\Setup\Reports\cab\
  - 5) Send the .cab file to v-robali@xxxxxxxxxxxxxx with subject: 41170693-Companyweb and RWW are not available.

In addition, for the RWW issue, please check the remote virtual directory in IIS

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1. Open IIS snap-in.
  2. Go to Default Web Site/Remote
  3. Right click Remote and click Properties.
  4. Click Virtual Directory tab.
  5. Please ensure you have input proper Local Path (C:\Inetpub\remote) and also ensure the checkbox of Read, Log Visit and Index this resource are checked.
- And also ensure Application Settings as follows:
- Application Name: Remote
  - Execute Permissions: Script only
  - Application Pool: DefaultAppPool
6. Click Directory Security tab.
  7. Click Edit under "Authentication and access control".
  8. Make sure that the option "Integrated Windows Authentication" and Enable anonymous access are checked.
  9. Click Edit under "IP address and domain name restriction".
  10. Make sure that "Granted access" has been selected.
  11. Click Edit under "Secure communications".
  12. Make sure that "Require secure channel (SSL)" is checked.
  13. On the ASP.NET tab, ensure version is 1.1.4322.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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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.

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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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<X-Tomcat-NG: microsoft.public.windows.server.sbs

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<This morning I had to remove and reinstall my intranet, monitoring,  
<clientdeployment, SQL and ISA2004. I have everything back up and working  
<except for any of the intranet web sites. Companyweb is not available  
either  
<internally from both the server and clients and RWW is not accessible. I  
<have looked through everything and can't seem to find why.  
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<Please Help!!! I have to have remote access over the holidays. Thanks.  
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