

Re: VPN disconnection

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg00294.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT]))
 - *Date:* Thu, 03 Jan 2008 09:18:58 GMT
-

Hi Pedro,

Thanks for your reply.

After you installed the updates, please also try to disable offloading support manually as the following steps. Please restart the computer after disabling offloading.

1. Click Start, click Run, type regedit, and then click OK.
2. Locate and then click the following registry subkey:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
3. In the details pane, right-click EnableTCPA, and then click Modify.
4. In the Value data box, type 0 (zero), and then click OK.
5. Exit Registry Editor.
6. Restart the computer.

More info:

You may experience network-related problems after you install Windows Server 2003 SP2 or the Scalable Networking Pack on a Windows Small Business Server 2003-based computer
<http://support.microsoft.com/kb/936594>

I researched the MPS Report, but didn't find any error indicating the cause of VPN disconnection.

In the ISA log, I found status code: 0x80074E24. 0x80074E24 means "ISA Server killed a connection." Based on my research, please take the following steps:

Step 1: Please Run the Configure Remote Access wizard to configure VPN.

1. Open Server Management select Configure Remote Access.
2. Select to enable remote access and choose VPN access or Dial-in access (require a modem).
2. Input the VPN Server name. You can input IP address or full Internet domain name of the VPN server.
3. Finish the Wizard.

Re: VPN disconnection

Step 2: The problem occurs when the hardware router is not compatible with ISA firewall, please check if it is in the HCL list:

Windows Server Catalog of Tested Products
<http://www.windowsservercatalog.com/>

Also please connect a laptop directly to the external NIC of SBS to see if the VPN issue can be reproduced.

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

=====

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:
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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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<Newsgroups: microsoft.public.windows.server.sbs

Re: VPN disconnection

Re: VPN disconnection

<From: v-robali@xxxxxxxxxxxxxxxxxxxxxx (v-robali@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT]))

<Organization: Microsoft

<Date: Thu, 03 Jan 2008 09:18:05 GMT

<Subject: Re: VPN disconnection

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

<MIME-Version: 1.0

<Content-Type: text/plain

<Content-Transfer-Encoding: 7bit

<

<

<Best regards,

<

<RoberHi Pedro,

<

<Thanks for your reply.

<

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<disabling offloading.

<

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<More info:

<

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<Server 2003-based computer

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Re: VPN disconnection

Re: VPN disconnection

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<
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Re: VPN disconnection

Re: VPN disconnection

<<From: "Pedro CR" <pramilo@xxxxxxxxxxxxxxxx>
<<References: <ewR21YCSIHA.3400@xxxxxxxxxxxxxxxxxxxxxxxx>
<<O#dc\$UUSIHA.5204@xxxxxxxxxxxxxxxxxxxxxxxx>
<<OhUOsKZSIHA.5016@xxxxxxxxxxxxxxxxxxxxxxxx>
<<L2W96uSTIHA.5204@xxxxxxxxxxxxxxxxxxxxxxxx>
<<#IAJBbTIHA.4880@xxxxxxxxxxxxxxxxxxxxxxxx>
<<Subject: Re: VPN disconnection
<<Date: Thu, 3 Jan 2008 04:57:54 -0000
<<Lines: 462
<<X-Priority: 3
<<X-MSMail-Priority: Normal
<<X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
<<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198
<<X-RFC2646: Format=Flowed; Response
<<Message-ID: <OUvdmVcTIHA.1184@xxxxxxxxxxxxxxxxxxxxxxxx>
<<Newsgroups: microsoft.public.windows.server.sbs
<<NNTP-Posting-Host: adsl-sul02-239.business.vianw.pt 80.172.48.176
<<Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl
<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:84451
<<X-Tomcat-NG: microsoft.public.windows.server.sbs
<<

<<Not so good news.
<<The connection still hangs/disconnects, even after I disabled TCP/IP
<<offloading on the Properties of the NetWork Card (in Device Manager).
<<

<<Back to square one.
<<

<<I will be waiting for your feedback on the files I sent you
<<

<<Once again thank you very much for all the attention
<<Best regards
<<Pedro R.
<<
<<

<<"Pedro CR" <pramilo@xxxxxxxxxxxxxxxx> escreveu na mensagem

<<news:%23IAJBbTIHA.4880@xxxxxxxxxxxxxxxxxxxxxxxx

<<> Hi Robert
<<>

<<> Thank you very much for your attention.

<<> I have sent the files to email address you provided and I am hoping to
<<> hear from you soon.
<<>

<<> However in the meantime I have taken some additional steps:

<<> 1- I don't believe this is related to the ISP because if we

<disconnect

<<> as soon as the connection hangs and then try to reconnect, the

<connection

<<> is successful. If it was ISP disconnection I think I wouldn't be able

to

<<> reconnect immediately (it is ADSL so it may take some time renegotiate

<and

Re: VPN disconnection

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<<> reconnect on line drop).
<<>
<<> 2- When I installed SP2, I applied all the registry fixes indicated
<to
<<> disable RSS and TCP/IP chimney/offloading.
<<> However, today I also went to device manager and I noticed
<that
<<> in the Device properties of the Network Card, TCP/IP offloading was
<<> enabled. I suppose Windows would ignore this since the correct registry
<<> keys are in place. Still, I decided to manually disable TCP/IP
<offloading
<<> on the Device Properties of the Network card.
<<>
<<> I am now testing (I have done this 5 hours ago) but I haven't had any
<<> disconnection until now.
<<> I will post back more accurate results as more testing gets done.
<<>
<<> I was convinced that the settings in Device Properties of the Network
<Card
<<> would not be relevant since I had disabled TCP/IP offloading
<altogether
<<> on windows. Am I correct?
<<>
<<> Thank you.
<<>
<<>
<<> <v-robeli@xxxxxxxxxxxxxxxxxxxxxx> escreveu na mensagem
<<> news:L2W96uSTIHA.5204@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
<<>> Hi Pedro,
<<>>
<<>> Thanks for your reply.
<<>>
<<>> This is Robert. Manfred of OOF and I am his backup.
<<>>
<<>> I totally agree with Claus. The problem may be caused by ISP. When the
<<>> problem occurs, you can take a cross over cable and attach the laptop
<<>> directly to the server's external NIC, try to create VPN, can the
issue
<<>> be
<<>> reproduced?
<<>>
<<>> You can send the logs which Manfred quested to v-robeli@xxxxxxxxxxxxxx
<<>> with
<<>> subject with subject: VPN disconnection.
<<>>
<<>> I am looking forward to hear from you.
<<>>
<<>> If you need further assistance, please don't hesitate to let me know.
<<>>
<<>> Best regards,
<<>>

Re: VPN disconnection

Re: VPN disconnection

<<>> Robert Li(MSFT)
<<>>
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<<>>
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<<>>
<<>> =====
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<<>>
<<>> =====
<<>>
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<<>>
<<>> -----
<<>> <From: "Pedro CR" <pramilo@xxxxxxxxxxxxxxxx>
<<>> <References: <ewR21YCSIHA.3400@xxxxxxxxxxxxxxxx>
<<>> <[O#dc\\$UUSIHA.5204@xxxxxxxxxxxxxxxx](mailto:O#dc$UUSIHA.5204@xxxxxxxxxxxxxxxx)>
<<>> <Subject: Re: VPN disconnection
<<>> <Date: Fri, 28 Dec 2007 20:46:07 -0000
<<>> <Lines: 290
<<>> <X-Priority: 3

Re: VPN disconnection

Re: VPN disconnection

<<>> <X-MSMail-Priority: Normal
<<>> <X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
<<>> <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198
<<>> <X-RFC2646: Format=Flowed; Original
<<>> <Message-ID: <OhUOsKZSIHA.5016@xxxxxxxxxxxxxxxxxxxxxx>
<<>> <Newsgroups: microsoft.public.windows.server.sbs
<<>> <NNTP-Posting-Host: bl6-210-222.dsl.telepac.pt 82.155.210.222
<<>> <Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl
<<>> <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:83831
<<>> <X-Tomcat-NG: microsoft.public.windows.server.sbs
<<>> <
<<>> <Hi Manfred
<<>> <
<<>> <Thank you very much for the time taken to review my post.
<<>> <I have installed sp2 and installed all the hotfixes related to SP2 on
<<>> <SBS2003. I have also run the SBS BPA tool and all is OK.
<<>> <I am currently away but I will post back the details requested, as
<soon
<<>> as
<<>> <I get back to the office
<<>> <
<<>> <Bestregards
<<>> <Pedro.
<<>> <
<<>> <"Manfred Zhuang [MSFT]" <v-mzhuang@xxxxxxxxxxxxxxxxxxxxxx> escreveu na
<<>> mensagem
<<>> <[news:O%23dc\\$UUSIHA.5204@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:O%23dc$UUSIHA.5204@xxxxxxxxxxxxxxxxxxxxxx)
<<>> <> Hello Pedro,
<<>> <>
<<>> <> Thank you for posting here.
<<>> <>
<<>> <> From your post, I understand that you are using SBS VPN and the VPN
<<>> <> connection keeps disconnecting.
<<>> <>
<<>> <> Based on my research, if you installed SP2 on the SBS server without
<<>> <> installing the hotfixes, there will be some problems with VPN.
<<>> <>
<<>> <> Therefore if you installed SP2 on the server, please refer to
<<>> following
<<>> <> article to ensure all the hotfixes are installed.
<<>> <>
<<>> <> Best practices and known issues when you install Windows Server 2003
<<>> <> Service Pack 2 on a Windows Small Business Server 2003-based
computer
<<>> <> <http://support.microsoft.com/kb/939421>
<<>> <>
<<>> <> In addition, please refer to following article to check if all the
<<>> <> settings
<<>> <> are correct.
<<>> <>
<<>> <> 837355 How to configure a VPN server by using Internet Security and

Re: VPN disconnection

Re: VPN disconnection

<<>> <> Acceleration (ISA) Server 2006 or ISA Server 2004
<<>> <> <http://support.microsoft.com/?id=837355>
<<>> <>
<<>> <> I hope the above information is helpful to you. If the problem still
<<>> <> occurs, please help me gather following information:
<<>> <>
<<>> <> 1. What is the OS installed on the remote clients? Vista or XP?
<<>> <>
<<>> <> 2. Please help to gather the ISA Info:
<<>> <>
<<>> <> 1) Download the file from the following URL:
<<>> <>
<<>> <> <http://www.isatools.org/isainfo/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-mzhuan@xxxxxxxxxxxxxx
<<>> <>
<<>> <> 3. 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.

Re: VPN disconnection

Re: VPN disconnection

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<<>> <> 15706/MPSRPT_NETWORK.EXE

<<>> <>

<<>> <> For your information:

<<>> <>

<<>>

<<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F>

-

<<>> <> 88B7-F9C79B7306C0&displaylang=en

<<>> <>

<<>> <> Please try the above steps at your earliest convenience. If you have

<<>> any

<<>> <> concern, please feel free to let me know.

<<>> <>

<<>> <> Best regards,

<<>> <>

<<>> <> Manfred Zhuang(MSFT)

<<>> <> Microsoft Online Newsgroup Support

<<>> <>

<<>> <> Get Secure! - www.microsoft.com/security

<<>> <>

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<<>> <>

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<<>> <> -----

<<>> <> | From: "Pedro CR" <pramilo@xxxxxxxxxxxxxxxx>

<<>> <> | Subject: VPN disconnection

<<>> <> | Date: Thu, 27 Dec 2007 01:17:12 -0000

<<>> <> | Lines: 111

<<>> <> | X-Priority: 3

<<>> <> | X-MSMail-Priority: Normal

<<>> <> | X-Newsreader: Microsoft Outlook Express 6.00.2900.3138

<<>> <> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198

<<>> <> | X-RFC2646: Format=Flowed; Original

<<>> <> | Message-ID: <ewR21YCSIHA.3400@xxxxxxxxxxxxxxxx>

<<>> <> | Newsgroups: microsoft.public.windows.server.sbs

<<>> <> | NNTP-Posting-Host: adsl-sul02-239.business.vianw.pt 80.172.48.176

<<>> <> | Path:

<<>> TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl

<<>> <> | Xref: TK2MSFTNGHUB02.phx.gbl

<<>> microsoft.public.windows.server.sbs:83644

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

<<>> <> |

<<>> <> | Hi

<<>> <> |

<<>> <> | We have SBS 2003 R2 Premium with another Windows 2003 R2 Server as

<a

<<>> <> member

<<>> <> | server (additional domain controller).

<<>> <> |

<<>> <> | We have been experiencing problems where, at certain times of the day,

<<>> <> the

<<>> <> | VPN connection from clients keeps disconnecting. Sometimes seconds

<<>> after

<<>> <> we

<<>> <> | connect the connection is lost again.

<<>> <> | The symptoms for the disconnection are:

<<>> <> | - We see the requests being sent (the LOCAL computer shows network

<<>> <> | activity, sending to the VPN) but there appears to be no answer <from

Re: VPN disconnection

<<>> the
<<>> <> | server. After a while the connection is lost.
<<>> <> |
<<>> <> | Can you please point me out some clues on what might be causing
<this
<<>> or
<<>> <> what
<<>> <> | should I do to troubleshoot the problem?
<<>> <> |
<<>> <> | Thank you very much
<<>> <> | Pedro.
<<>> <> |
<<>> <> | IPCONFIG posted bellow:
<<>> <> | -----
<<>> <> |
<<>> <> |
<<>> <> | Windows IP Configuration
<<>> <> |
<<>> <> |
<<>> <> | Host Name : sbs2003
<<>> <> |
<<>> <> | Primary Dns Suffix : XXXXX.local
<<>> <> |
<<>> <> | Node Type : Unknown
<<>> <> |
<<>> <> | IP Routing Enabled. : Yes
<<>> <> |
<<>> <> | WINS Proxy Enabled. : Yes
<<>> <> |
<<>> <> | DNS Suffix Search List. : XXXXX.local
<<>> <> |
<<>> <> |
<<>> <> | PPP adapter RAS Server (Dial In) Interface:
<<>> <> |
<<>> <> |
<<>> <> | Connection-specific DNS Suffix . :
<<>> <> |
<<>> <> | Description : WAN (PPP/SLIP) Interface
<<>> <> |
<<>> <> | Physical Address. : 00-53-45-00-00-00
<<>> <> |
<<>> <> | DHCP Enabled. : No
<<>> <> |
<<>> <> | IP Address. : 192.168.16.108
<<>> <> |
<<>> <> | Subnet Mask : 255.255.255.255
<<>> <> |
<<>> <> | Default Gateway :

Re: VPN disconnection

```
<<>> <> |
<<>> <> | NetBIOS over Tcpi. . . . . : Disabled
<<>> <> |
<<>> <> |
<<>> <> |
<<>> <> | Ethernet adapter Server Local Area Connection:
<<>> <> |
<<>> <> |
<<>> <> |
<<>> <> | Connection-specific DNS Suffix . :
<<>> <> |
<<>> <> | Description . . . . . : HP Network Team #1
<<>> <> |
<<>> <> | Physical Address. . . . . : 00-18-71-4D-3B-65
<<>> <> |
<<>> <> | DHCP Enabled. . . . . : No
<<>> <> |
<<>> <> | IP Address. . . . . : 192.168.16.200
<<>> <> |
<<>> <> | Subnet Mask . . . . . : 255.255.255.0
<<>> <> |
<<>> <> | Default Gateway . . . . . :
<<>> <> |
<<>> <> | DNS Servers . . . . . : 192.168.16.200
<<>> <> |
<<>> <> | Primary WINS Server . . . . . : 192.168.16.200
<<>> <> |
<<>> <> |
<<>> <> |
<<>> <> | Ethernet adapter Externo - Internet:
<<>> <> |
<<>> <> |
<<>> <> |
<<>> <> | Connection-specific DNS Suffix . :
<<>> <> |
<<>> <> | Description . . . . . : HP NC7781 Gigabit Server
<<>> <> | Adapter
<<>> <> |
<<>> <> | Physical Address. . . . . : 00-19-BB-CC-32-6A
<<>> <> |
<<>> <> | DHCP Enabled. . . . . : No
<<>> <> |
<<>> <> | IP Address. . . . . : 10.0.0.1
<<>> <> |
<<>> <> | Subnet Mask . . . . . : 255.0.0.0
<<>> <> |
<<>> <> | Default Gateway . . . . . : 10.0.0.138
<<>> <> |
<<>> <> | DNS Servers . . . . . : 192.168.16.200
<<>> <> |
<<>> <> | NetBIOS over Tcpi. . . . . : Disabled
```

Re: VPN disconnection

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