

RE: Can't access SBS from the Internet

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg01882.html>

- *From:* JohnA <JohnA@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 15 Jan 2008 01:53:02 -0800
-

Hi Robert!

No problem at all, I was configuring so many other things here...

I hope you are ok now!

Last night during the e-mail check at home, I've noticed (doing a test-remote-access) somewhere that my browser was trying to access the SSB through port 444 (it was the status bar I guess), so I added a new port mapping record on cisco by administering the server remotely (I liked that!) and it worked! I think I'll have to open some other ports also since I can't access some services, maybe I'll come back for port mapping related question back here, after trying some things.

At this point I'd like to say that your guideness was the best help I could get to make things working right.

Thank you very much!

John

"v-robeli@xxxxxxxxxxxxxxxxxxxx (Robert Li)" wrote:

Hi John,

Thanks for your reply.

I am sorry for the delay response due to the sick leave.

If you visit companyweb from Internet, the IIS redirects the SharePoint traffic to port 444. So please make sure port 444 is open on firewall.

You can visit the companyweb by the following methods from Internet:

https://FQDN_of_SBS_Server:444

https://IP_of_SBS_Server:444

Hope this helps.

I am looking forward to hear from you.

RE: Can't access SBS from the Internet

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:

<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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<References: <CD638ABF-CCD9-427A-87B3-ED01D6D38165@xxxxxxxxxxxx>
<igvsvjpUIHA.360@xxxxxxxxxxxxxxxxxxxxxxxx>
<C372B69C-E4E2-4233-887B-90669329C4D5@xxxxxxxxxxxx>
<y\$GArF0UIHA.1528@xxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: RE: Can't access SBS from the Internet
<Date: Mon, 14 Jan 2008 06:18:02 -0800
<Lines: 329

RE: Can't access SBS from the Internet

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<NNTP-Posting-Host: tk2msftbfm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Hi Robert,
<
<first of all many thanks for your detailed information!
<The problem is that the modem/router I'm using doesn't allow the SBS to
<"serve" anything outside!
<It needed to be firmware upgraded (to disable some security related
option),
<but the upgrade unfortunately failed and now I need to search a way to
reset
<it to factory defaults or something..
<After this, I used another router (conexant-based) and I was able to reach
<the server using another DSL connection! For the moment I'm configuring a
<cisco 877W modem/router, to have things more secured (I hope I can manage
the
<configuration inside that great thing!).
<
<I've noticed that I can connect remotely (through internet) to read mail,
<but couldn't connect to the internal company web site or administer my pc.
Is
<there any other port I must map on cisco? (the company web site works fine
<locally).
<For the moment all ports I have forwarded to the server's external nic ip
<are: 4125, 443, 25, 21, 3389, 80, 1723 (all tcp type!). Where is the
problem?
<Should I open some ports as UDP type also?
<
<I didn't followed all of your tests, as the problem was to the
modem/router.
<
<Thanks again, please help if you have any ideas about the current problem.
<
<John
<
<"v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li" wrote:
<

RE: Can't access SBS from the Internet

- ◇ Hi John,
- ◇
- ◇ Thanks for your reply.
- ◇
- ◇ Based on my research, please try the following steps to narrow down this issue:
- ◇
- ◇ Step 1: The problem may be caused by DDNS. Please go to the router, there
- ◇ should be an IP address assigned from DDNS, please record this address.
- ◇ Then ping mycompany.dyndns.org, you will get another IP. Will the two IP
- ◇ address be the same? If they are not the same, let have test with the IP
- ◇ address you recorded from the Router:
- ◇
- ◇ 1. Please run the command: mstsc /v IP
- ◇ 2. https://IP/remote or https://IP/exchange.
- ◇
- ◇ In the second test you should see:
- ◇
- ◇ Error Code: 403 Forbidden. The server denied the specified Uniform Resource
- ◇ Locator (URL). Contact the server administrator. (12202)
- ◇
- ◇ Step 2: Please take a cross over cable and attach the laptop directly to
- ◇ the server's external NIC, try to visit OWA by typing https://
- ◇ sbsserver.domain.com /Exchange, can the logon be successfully?
- ◇
- ◇ Note: Before the test, please configure the IP of laptop as the following:
- ◇
- ◇ IP address: 192.168.1.1
- ◇ Subnet Mask : 255.255.255.0
- ◇
- ◇ Please also create a host file on laptop for name resolution:
- ◇
- ◇ 1. Open %systemroot%\system32\drivers\etc folder.
- ◇ 2. Double click HOSTS, and then choose open with Notepad.
- ◇ 3. Input the following and save:
- ◇
- ◇ 192.168.1.1 sbsserver.domain.com
- ◇
- ◇ 4. Save the host file.
- ◇
- ◇ Please try my suggestion and let me know the result.
- ◇
- ◇ I am looking forward to hear from you.
- ◇
- ◇ Best regards,
- ◇
- ◇ Robert Li(MSFT)
- ◇

RE: Can't access SBS from the Internet

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- ◇
- ◇ Get Secure! – www.microsoft.com/security
- ◇
- ◇ =====
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- ◇ -----
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- ◇ <X-WBNR-Posting-Host: 207.46.19.197
- ◇ <From: =?Utf-8?B?Sm9obkE=?= <JohnA@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <References: <CD638ABF-CCD9-427A-87B3-ED01D6D38165@xxxxxxxxxxxx>
- ◇ <igvsvjpUIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <Subject: RE: Can't access SBS from the Internet
- ◇ <Date: Wed, 9 Jan 2008 01:56:03 -0800
- ◇ <Lines: 263
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<<MIME-Version: 1.0
<<Content-Type: text/plain;
<< charset="Utf-8"
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<<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
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<<Path: TK2MSFTNGHUB02.phx.gbl
<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:85497
<<NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
<<X-Tomcat-NG: microsoft.public.windows.server.sbs
<<
<<Hi Robert,
<<
<<I'm answering to your questions:
<<1. ISA installed when I installed the SBS automatically.
<<2. For the moment I'm doing all tests using only one WinXPProSP2
client
<> PC
<<connected to the SBS domain (I'd like to make all working right
before
<> I'll
<<connect all users to the domain). This XP client can access internet
and
<> the
<<<http://companyweb/default.aspx> page. Through this page the client can
<> connect
<<to outlook using the link "Remote E-Mail Access" , can
connect to the
<> server
<<using "Remote Server Management" . I've set up
exchange to "pop" (maybe I'll
<<use the smtp way creating a new MX record etc, but later..) mail from
two
<<ISP-hosted mailboxes (working fine), the client can send and receive
mail
<<using Outlook2003 through the exchange mail account (automatically
created
<<during the client setup). I think that into the LAN things are working
ok,
<<the problem is that I can't access the SBS from the internet.
<<3. Yes, I registered for a free no-ip account (dynamic dns service)
<> because
<<I don't have external(internet) static IP, but for the moment
I'm
<> doing all
<<tests using the ISPs-DHCP server assigned IP, to be sure I have no

RE: Can't access SBS from the Internet

problem

- <> <with the dyndns service.
- <> <4. As regards to the broadband IP, I'm referring to the ip that my
- <> ISP is
- <> <DHCP server assigns to my modem/router (sorry if broadband ip refers
- <> to
- <> <something else, I'm not a net-pro :-(!). I assume that this is
- <> the
- <> <internet public ip as you wrote.
- <> <
- <> <- Yes, my network topology is exactly like this
- <> <{ Internet}---{Router}---{SBS Server}---{Switch}---{Client
- <> Workstation} . I
- <> <also have all other PCs connected to our switches (three 16-port
- <> <OfficeConnect with uplinks from the one to the other), they are into
- the
- <> same
- <> <XP-workgroup sharing printers and HDDs. The SBS and the
- <> <Domain_Connected-XP-Client-PC can access the Domain shares AND the
- <> <XP-Workgroup shares. This is a temporarily situation, the workgroup
- will
- <> be
- <> <removed as sooner I get the SBS to work right. I don't think that all
- this
- <> <(the workgroup pcs) has something to do with my main problem (I can't