

RE: Errors running Manage Internet and E-Mail

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-02/msg02553.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Tue, 19 Feb 2008 08:23:52 GMT
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Hello Rick,

Thank you for posting here.

According to your description, I understand that you get error when you try to run Configure Firewall wizard and Configure Remote Access wizard under Server Management -> Internet and E-mail. If I have misunderstood the problem, please don't hesitate to let me know.

1. Based on my research, after we install the SBS 2003, we will run the CEICW (Configure E-mail and Internet Connection Wizard) instead of the Configure Firewall wizard. The CEICW will includes all function of Configure Firewall wizard. So, then you click Configure Firewall link, you will get information "To Configure the firewall, run the Configure E-mail and Internet Connection Wizard. Do you want to run the wizard now?". This message is normal.

2. When you run Configure Remote Access wizard and get error cannot find sbsrras.exe, I think the Configure Remote Access wizard does not install properly. I suggest you try to perform the following steps to reinstall it:

- a. Click Start, click Control Panel, and then click Add or Remove Programs.
- b. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
- c. Click Next to start the wizard.
- d. On the Windows Configuration page, click Next.
- e. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change "Networking" component to Reinstall, and then click Next.
- f. On the Component Summary page, click Next. You may prompt to inset SBS installation CD.
- g. Inset the SBS installation CD and finish the wizard.

3. Then, please run the CEICW to reconfigure the SBS 2003:

Go through the follow KB and rerun CEICW carefully.

How to configure Internet access in Windows Small Business Server 2003

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<http://support.microsoft.com/kb/825763/en-us>

Detailed steps for your reference:

- a. On the SBS 2003 Server open the Server Management console. Go to Standard Management\To Do List.
- b. Click the "Connect to the Internet" link.
- c. When navigating to the Firewall page, select "Enable firewall" and click Next.
- d. On the "Services Configuration" page, select all the items and then click Next.
- e. On the "Web Services Configuration" page, make sure "Allow access to the entire Web site from the Internet" is selected. If you select "Allow access to only the following Web site services from the Internet", make sure all items in the list are selected. Click Next.
- f. On the "Web Server Certificate" page, choose to create a new Web server certificate and then type the public domain name (your public DNS name) that you will use to access OWA and RWW (for example, if your public domain name that you use to access the sites is www.xyz.com, you should type www.xyz.com as the new certificate name).
- g. Go through the remaining steps.

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

1. Please capture screenshots on the error messages and send the pictures 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-a579-30b0bd915706/MPSRPT_NETWORK.EXE

b. Run MPSRPT_NETWORK.exe.

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

3. Gather the icwlog.txt and rraslog.txt in the "C:\Program Files\Microsoft

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Windows Small Business Server\Support" folder and send to me.

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

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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.

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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| From: Rick <drummer10980@xxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Errors running Manage Internet and E-Mail
| Date: Fri, 15 Feb 2008 11:01:02 -0800 (PST)
| Organization: <http://groups.google.com>
| Lines: 5
| Message-ID:
<a7770ce3-9b1d-4e6c-b453-98bd49e96bac@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 167.206.63.163
| Mime-Version: 1.0

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| Content-Type: text/plain; charset=ISO-8859-1
| Content-Transfer-Encoding: 7bit
| X-Trace: posting.google.com 1203102063 27896 127.0.0.1 (15 Feb 2008
19:01:03 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxxxx
| NNTP-Posting-Date: Fri, 15 Feb 2008 19:01:03 +0000 (UTC)
| Complaints-To: groups-abuse@xxxxxxxxxx
| Injection-Info: e23g2000prf.googlegroups.com;
posting-host=167.206.63.163;
| posting-account=PDiFxQoAAAB8Xc_xbw-J8BfpPQAbIVE-
| User-Agent: G2/1.0
| X-HTTP-Via: 1.1 WMCISA02
| X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET
CLR
| 2.0.50727; .NET CLR 1.1.4322; .NET CLR 3.0.04506.30),gzip(gfe),gzip(gfe)
| Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!msrtrans!
msrn-in!newshub.sdsu.edu!postnews.google.com!e23g2000prf.googlegroups.com!no
t-for-mail
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:92640
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| just installed SBS 2003. when I go into Server Management>Configure
| Firewall, I get an unspecified error. When I go into configure remote
| access I get Windows cannot find sbrars.exe. how do I fix this?
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| Rick
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