

RE: Configure Remote Access hangs...

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-02/msg03493.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Mon, 25 Feb 2008 10:08:05 GMT
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Hello Len,

Thank you for posting here.

According to your description, I understand that the Remote Access wizard hangs on your SBS. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. I do not think install Windows Server 2003 sp1 on SBS will cause this issue. However, if you do not completely apply SBS 2003 sp1 may cause some wizard unable to run. So please ensure you had completely applied SBS 2003 sp1:

On the SBS server, click Start, click Run, type "regedit" (without the quotation marks) and click OK. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer, and check the data of the registry value ServicePackNumber. Is it set to "1"? If not, then this problem will occur because SBS 2003 SP1 has not been completely installed. To successfully install SBS 2003 SP1, we must install all five updates listed below. Additionally, the updates must be installed in the sequence listed.

Downloading and Installing Windows Small Business Server 2003 Service Pack 1
<http://download.microsoft.com/download/e/0/f/e0fee8ce-768d-41c0-8871-9bc48e0b3fc3/ToDownloadFilesandReadInstructions.htm>

Note: If one or more of the listed components is already installed, you can skip to the next step.

- A. Service Pack 1 for the Windows Server 2003 operating system
- B. Windows SharePoint Services 2.0 Service Pack 1
- C. Exchange Server 2003 Service Pack 1
- E. Windows XP SP2 for Client Deployment
- F. Windows Small Business Server 2003 Service Pack 1

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Note: Windows Server 2003 SP2 is independent of Windows Small Business Server 2003 SP1 and of Windows Server 2003 SP1. Even if Windows Server 2003 SP2 has been applied to the server, Windows Small Business Server 2003 SP1 can still be installed on the server, and you do not have to uninstall Windows Server 2003 SP2.

2. After you applied the whole SBS 2003 SP1, please run CEICW. At the same time, the CEICW will create new certificate for web access:

Go through the follow KB and rerun CEICW carefully.

How to configure Internet access in Windows Small Business Server 2003
<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.
3. Try to reconfigure the VPN on SBS thru the following steps:
- 1) Disable RRAS
 - a. Schedule a network down time.
 - b. Please open Routing and Remote Access console on SBS thru run command "rrasmgmt.msc"
 - c. Right click the SBSname (local), select Disable Routing and Remote Access console

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2) Run CEICW on SBS

You have to rerun the CEICW to make sure your SBS 2003 server have right network configuration. Go through the follow KB and Rerun CEICW again carefully.

How to configure Internet access in Windows Small Business Server 2003

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

3) Run Remote Access wizard

a. On the Small Business Server 2003–based server, click To Do List in the left pane of the Server Management console.

b. Under Network Tasks, click Configure Remote Access.

c. Click Next, click Enable Remote Access, click to select the VPN Access check box, and then click Next.

d. Type the fully qualified public domain name (your public DNS name) of your server, click Next, and then click Finish.

e. When the wizard is completed, click Close.

4) Then you can access RWW to download Connection Manager or copy the file from SBS server c:\ ClientApps\Connection Manager\SBSPackage.exe. Please save the sbspkg.exe file in VPN client computer. Then double–click SBSPackage.exe to run it. After this file run the "connect to small business server" will be created and you can use it to connect VPN to your SBS server.

4. If you still unable to run the Remote Access wizard, we may need to reinstall the Remote Access wizard on SBS:

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.

Then, test this issue.

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

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1. Do you get error when you run the Remote Access Wizard? Please capture screenshots on the error messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx
2. Please gather the CEICW log and Remote Access wizard log to me:
 - a. The icwlog.txt file in the "C:\Program Files\Microsoft Windows Small Business Server\Support" folder.
 - b. The RRASlog.txt file in the "C:\Program Files\Microsoft Windows Small Business Server\Support\" folder.
3. 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 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\
 - e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

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

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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: "Len K" <lrk1000@xxxxxxxx>
| Subject: Configure Remote Access hangs...
| Date: Thu, 21 Feb 2008 15:42:21 -0500
| Lines: 29
| 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
| X-Antivirus: avast! (VPS 080221-0, 02/21/2008), Outbound message
| X-Antivirus-Status: Clean
| Message-ID: <O#BFDpMdiHA.2404@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: rrcs-72-45-228-167.nys.biz.rr.com 72.45.228.167
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:93865
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|
| Hi,
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| I'm in need of running the Configure Remote Access Wizzard again because our
| public IP on SBS 2003 SP1 changed. I have since changed the IP to a domain
| name (abc.xyz.com) for remote access (so I won't have to do this again in
| future). I need a new sbspkg.exe and a new cert that reflects the new
| domain name.
|
| However, the wizzard hangs at about the last 5% on the progress bar.
| Various posts in the web say that this was a problem with upgrading to
| SBS
| SP1. That step one of that upgrade was to install W2003 Server SP1 and that
| is what is causing the hang. There is even a microsoft KB that says to

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