

Re: Connect Computer Problem at 2 Customer Sites

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg01443.html>

- *From:* "Lesa H." <itsplesa@xxxxxxxxxxxxxxxx>
 - *Date:* Tue, 11 Mar 2008 14:17:29 -0500
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Manfred,

I will try these steps this afternoon or evening.

Lesa

"Manfred Zhuang [MSFT]" <v-mzhuang@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:VeqlIk0gIHA.1500@xxxxxxxxxxxxxxxxxxxxxxxx

Hello Lesa,

Thank you for posting here.

From your problem description, I understand this issue to be: the client workstation cannot connect to the domain via <http://servername/connectcomputer> site.

To troubleshoot this issue, please check the following settings.

NOTE: I understand that you have tried some steps. However, in order to keep track of the troubleshooting, I suggest you double confirm it.

1. Open Server Management and navigate to IIS console\Server\Web Site\Default web Site
2. Right click the ConnectComputer Virtual directory and click properties
3. In the Security tab, please click edit under Authentication and access control
4. Make sure only the "Enable Anonymous access" is checked.
5. In the Security tab, Click Edit under "IP address and Domain Name Restriction"
6. Make sure grant access is selected and there is no exception list.
7. If any change, please restart the IIS service.

Furthermore, please make sure that the client workstation which is ready to join the domain has got the valid IP address and DNS server address in the SBS network subnet scope.

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After above steps, please test your issue again. If the issue persists, please collect following information for further troubleshooting.

1. Please download the MPS Report tool from the following link and run it on both the problematic client and the SBS server, then send the generated CAB file to my mailbox v-mzhuan@xxxxxxxxxxxxxx for further investigation so that we can find what the root cause is:

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE

For your information:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

2. Please send me the IIS metabase on your SBS server.

a. Install MBExplorer by installing IIS 6 Resource Kit Tools:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>

b. Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.

c. In the left pane, right click 'LM' (under your server computer name) to choose 'Export to file', and then save it as SBSIIS.mbk.

d. Compress this mbk file, and send it to me for analysis
eric.sun@xxxxxxxxxxxxxx

If you have any questions or concerns related to this issue, please let me know.

I appreciate your time and look forward to hearing from you.

Best regards,

Manfred Zhuang(MSFT)
Microsoft 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

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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: "Les H." <itsples@xxxxxxxxxxxxxx>
| Subject: Connect Computer Problem at 2 Customer Sites
| Date: Mon, 10 Mar 2008 09:15:01 -0500
| Lines: 47
| 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: <OLXWikrgIHA.6032@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: 209.50.115.250.nw.nuvox.net 209.50.115.250
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:97427
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi All,

| I have the same problem at 2 of my client sites. When I try to go to <http://servername/connectcomputer> or <http://serverip/connectcomputer> I get a

| 403 Forbidden message as follows from IE 7 – there is a slightly different error on IE 6 but basically the same HTTP 403 error:

| The website declined to show this webpage
| HTTP403

| Most likely causes:
| This website requires you to log in.
| What you can try:
| Go back to the previous page
| More Information

| This error (HTTP 403 Forbidden) means that Internet Explorer was able to

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| connect to the website, but it does not have permission to view the webpage.

|

| For more information about HTTP errors, see Help.

|

| I get the message whether I try from the server or the workstations.

Both

| servers and SBS 2003 R2 Premium servers and one has Server 2003 SP2, one is

| SP1. The things I have tried so far are to verify the files exist in the

| C:\inetpub\ConnectComputer folder. I compared these to a functioning server

| and they look fine. I checked the virtual directory settings (Virtual

| Directory, Directory Security, Authentication and access control, IP address

| and domain name restrictions, ASP.NET version) for the ConnectComputer

| directory in IIS and they are correct. I have put a test ISA rule at the top

| of the list that allows All Users from Local Host and Internal to Local Host

| and Internal with no help. I've even tried changing the IP Address and

| Domain Name Restrictions setting to Gran access to all computers running

| IISRESET after any changes. I re-ran the CEICW. Nothing is helping. I've

| gone through every post I can find regarding this issue.

|

| By the way, on at least one of the servers, the ClientHelp site also

| produces the same issue.

|

| I have three computers I need to add and would rather not add them manually.

| HELP!

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| Thanks!

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| Lesa

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