

Re: Cannot connect to RWW from home PC

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg02310.html>

- *From:* "johnm" <jmorton@xxxxxxxxxxxx>
 - *Date:* Wed, 19 Mar 2008 22:49:47 +0100
-

Hi Larry

Thanks

No no hardware firewall/router just the simple box that came from telefonía – it's all through ISA.

When we setup this new SBS2003 setup we installed without ISA as it does form part of the basic install – we did this a week or so later – we are not seeing any problems anywhere regards internet or email – we also run goldmine CRM with 20+ POP3 accounts and all works great – just this blessed RWW – it's driving me mad....

No haven't added anything to ISA apart from that one port – which I will delete tomorrow.

We do have 2 nic setup – one for internal and one for ADSL

Regards running CEICW – yes I had realised that and maybe something went wrong when we installed ISA server from standard setup – but there were no errors shown at all.

Where do you set up the forwarding for ports 443 and 4125 from router to SBS? I do not recall needing to do anything with the ADSL modem other than set the IP addresses for it. Maybe that's where the problem lies – problem is it will be in Spanish!

TIA, John

"Larry Struckmeyer" <lstruckmeyer(at)mis-wizards(dot)com> wrote in message <news:uylMEZgiIHA.3940@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Is there a hardware firewall/router between your server and the internet?

Do not trust the PnP facility of the Wizard or your router / firewall. Connect to the device with your browser (follow the setup instructions for the device) and forward the ports to the nic in your SBS that listens on the internet. For a two nic server, that is know as the external nic.

Do not add things to ISA,,, CEICW does this for you. If you have been adding and subtracting things from ISA you may have messed it up beyond the ability of this forum.

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I would strongly consider uninstalling ISA, getting the RWW etc to work, then reinstalling ISA. You have to run the CEICW after each un install re install, as it does it differently for a ISA installation.

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Larry

"johnm" <jmorton@xxxxxxxxxxxx> wrote in message
news:%237pxyPgiIHA.5956@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Marina and everyone who has tried to help me

Thank you for your help

Yes I have run CEICW – looking in the log I'm on number 'icwdetails11' and yes I enabled the firewall as one of the options during running the setup wizard.

I think I'm going around in something of a loop here – so any help would be greatly appreciated. Obviously missing something obvious somewhere!

This is what I have right now.

If I run RWW from my PC within the network using our FQDN it works perfectly – and what a super facility this is! When I finally get it working from the internet that is....

I am running ISA 2000 so I'm sort of assuming that if something hasn't been setup correctly using the wizard that it can be added in ISA management?

When I look in Access Policy -> IP Packet Filter

I see port 443 in and out

I did not see port 4125 so I added it

I did not see port 444

You say forward 443 and 4125 from router to SBS – where exactly do I do this – is this done in ISA -> Network Configuration -> Routing? What do I have to put in there?

We ran SBS2000 for 6 years – never had any of this – 2003 seems a lot more security minded. I'm sure it's easy once you get your head round it and much better. On the whole it's been running for 2 months now without that many problems – we are running all the latest fixes (more or less) apart from upgrading to ISA2004 – we are waiting for the CD to arrive from MSoft

But RWW we need to fix – very handy for working from home

TIA

John

"Marina Roos [SBS-MVP]" <marina@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Re: Cannot connect to RWW from home PC

wrote in
message news:eh23EQSiHA.4536@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi John,

It doesn't have port 443 open, so it can't even listen and get you to that page on your server. Have you run CEICW and enabled the firewall, including the services like RWW that you would like to use? In the router you will have to forward port 443 and 4125 (needed for RWW) to your SBS.

—
Regards,

Marina Roos
Microsoft SBS–MVP
One of the Magical M&M's
www.smallbizserver.net
Take part in SBS forum:
<http://www.smallbizserver.net/Default.aspx?tabid=53>
"John Morton" <johnm@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:uBc3JgRiHA.3940@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi again
Well maybe I'm missing something here but I tried as suggested using <https://mail.jcm-group.com/remote> and still nada!
Getting this below. I can ping jcm-group.com – which has a fixed IP but cannot get this to work – such a brilliant facility as well
Any further advise ould be greatly appreciated.
John
message as below:–

The page cannot be displayed
There is a problem with the page you are trying to reach and it cannot be displayed.

Please try the following:

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- a.. Click the Refresh button, or try again later.
 - b.. Open the Web site home page, and then look for links to the information you want.
 - c.. If you believe you should be able to view this directory or page, please contact the Web site administrator by using the e-mail address or phone number listed on the Web site home page.
- 10060 – Connection timeout
Internet Security and Acceleration Server

Technical Information (for support personnel)

a.. Background:
The gateway could not receive a timely response from the Web site you are trying to access. This might indicate that the network is congested, or that the Web site is experiencing technical difficulties.

b.. ISA Server: jcmsbs1.JCMGroup.local
Via:

Time: 3/18/2008 4:44:27 PM GMT
"Larry Struckmeyer"
<lstruckmeyer(at)mis-wizards(dot)com>
wrote in message
news:uGqfqx0hIHA.1184@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi John:

When you run the CEICW you put in the address of your RWW page. This address must be either your public IP address, or an URL address for which there is a public DNS record.

If you are receiving mail at your exchange server you

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have such a record already. Normally this would be something like "mail.yourdomain.com", which would point to your public IP address, so in the CEICW you put "mail.yourdomain.com". It does not have to be that, and you can add public DNS records that point to "fuzzy_slippers.yourdomain.com" if you wish.

The last step is to forward the ports required, 443, 444, 4125 from whatever router/firewall device sits at that ip address to the ip address of the listening nic ip in your SBS.

Then from outside the LAN you point your browser to "mail.yourdomain.com/remote" to hit the RWW page, where you can select which service to use.

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Larry

"johnm"
<jmorton@xxxxxxxxxxxx>
wrote in message
news:undetR0hIHA.1944@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi

I cannot
logon to
RWW from
my home
PC no
matter what
I try

I am using

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our FQDN :
although
beginning
to wonder if
this is set up
correctly –
as surely
should
include
something
with .com
maybe?

https://jcmsbs***.jcmgroup.local/remote

I get this
page in IE
and
error
message
from
Firefox :-

Internet
Explorer
cannot
display the
webpage

Most likely
causes:
a.. You are
not
connected
to the
Internet.
b.. The
website is
encountering
problems.
c.. There
might be a
typing error
in the
address.

What you
can try:
Diagnose
Connection
Problems

More

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information

This problem can be caused by a variety of issues, including:

a.. Internet connectivity has been lost.

b.. The website is temporarily unavailable.

c.. The Domain Name Server (DNS) is not reachable.

d.. The Domain Name Server (DNS) does not have a listing for the website's domain.

e.. If this is an HTTPS (secure) address, click Tools, click Internet Options, click Advanced, and check to be sure the SSL and TLS protocols are enabled under the

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security
section.

For offline
users

You can
still view
subscribed
feeds and
some
recently
viewed
webpages.
To view
subscribed
feeds

1.. Click the
Favorites
Center
button ,
click Feeds,
and then
click the
feed you
want to
view.

To view
recently
visited
webpages
(might not
work on all
pages)

1.. Click
Tools , and
then click
Work
Offline.
2.. Click the
Favorites
Center
button ,
click
History, and
then click
the page
you want to

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view.

This
address
works from
my
workstation
within the
sbs2003
network but
not from
outside.
Can
someone
please
advise?
Many
thanks,
John