

## RE: OWA page not displayed Outside

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg02758.html>

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- *From:* Jim Prendergast <[JimPrendergast@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:JimPrendergast@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 25 Mar 2008 08:57:03 -0700
- 

Hi

Sorry I found the W3C file, I reran.

So I started the logs  
Then I accessed the system from out side  
I stopped the Logs

I zipped the file and have posted it to yourself at v-mzhuan@xxxxxxxxxxxxxx

Thanks

Jim

"Manfred Zhuang [MSFT]" wrote:

Hello Jim,

Thank you for sending me the files.

I understand that the W3C files could not be found.

I would like to confirm that have you done following steps first?

- a. Open ISA 2006 management console.
- b. Expand the server node and highlight 'Monitoring'.
- c. In the right pane, switch to the 'Logging' tab, make sure the 'Task Pane' is showed there.
- d. In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging Tasks', and then switch the 'log storage format' from 'MSDE database' (default) to 'File'.
- e. Switch to the 'Fields' tab, and then click 'Select All'.
- f. Click OK, and then click 'Apply' to save changes and update the configuration.
- g. Click 'Configure Firewall Logging'. Do step d~f to enable the full logging options for firewall logging.

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Please double confirm it and check if the W3C files can be found.

Please understand that they are very important for our troubleshooting.

Best regards,

Manfred Zhuang(MSFT)  
Microsoft Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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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| Thread-Topic: OWA page not displayed Outside  
| thread-index: AciNK8y2KbnMInzeT+efty1zLioTOA==  
| X-WBNR-Posting-Host: 207.46.192.207  
| From: =?Utf-8?B?SmltIFByZW5kZXJnYXN0?=  
<JimPrendergast@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <1D613448-DB89-427A-97DB-315345FF6B64@xxxxxxxxxxxx>  
<6C91C0D4-5CB1-4963-8FFB-4F5BE37456CA@xxxxxxxxxxxx>  
<ZN56KHniIHA.5204@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: RE: OWA page not displayed Outside  
| Date: Sun, 23 Mar 2008 14:21:03 -0700  
| Lines: 332  
| Message-ID: <08A35A9F-4E78-4048-90EC-826714C85D8A@xxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain;

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| charset="Utf-8"  
| Content-Transfer-Encoding: 8bit  
| 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  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:99588  
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi

| I tried all the suggestion you gave and post to you the information you  
| required.

| The error is still.

| The website cannot be found

| Explanation: The IP address for the website you requested could not be  
| found.

| Error Code 11001: Host not found

| But internally it works using the NETBIOS name of the server via

| <https://NETBIOSNAME/exchange>

| Also internally it works using the INTERNALDOMAINNAME via

| <https://INTERNALDOMAINNAME/exchange>

| The external IP address of the site is mapped correct and have check using

| nslookup EXTERNALDOMAINNAME and is gives me the IP address of the site

| The Certificate via the CEICW wizard was run and I used the

EXTERNALDOMAINNAME

| to generate the Cert.

| When from the outside you enter

| <https://INTERNALDOMAINNAME/exchange>

| You are presented with the screen saying accept the certificate

| You the accept and the error appears.

| Thanks for helping

| Jim

| "Manfred Zhuang [MSFT]" wrote:

| > Hello Jim,

| >

| > Thank you for posting here.

| >

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|> From your post, I understand that when attempting to access OWA from  
|> external side, following error is encountered:  
|>  
|> 11001: Host not found.  
|>  
|> Firstly I would like to confirm that when running CEICW, did you select  
|> "Do  
|> not change the "Do not change the " option? I suggest you re-run CEICW again without  
|> selecting  
|> "Do not change the " option and ensure to publish the OWA site.  
|>  
|> If the issue persists, please try the following steps to narrow down  
|> this  
|> issue:  
|>  
|> Suggestion 1: Increase the value of Connection limit time  
|> =====  
|> Open the ISA Server management console, navigate to Configuration->  
|> General-> Define Connection Limits-> Connection Limit-> Limit the  
|> number of  
|> connection-> Connection limit per client (TCP and non-TCP).  
|>  
|> Please increase the value to 160. If the original value is 160, please  
|> uncheck the "Limit the number of connections" option.  
|>  
|> We need to restart the ISA firewall service after modifying the value  
|> of  
|> the connection limit time.  
|>  
|> Suggestion 2: Clear the ISA Cache  
|> =====  
|> In addition, I would like to suggest you clear the ISA Cache, you can  
|> perform the following steps:  
|>  
|> 1. On the ISA Server computer, stop the Microsoft Firewall service. To  
|> do  
|> so:  
|> 1). Click Start, click Run, type services.msc in the Open box, and then  
|> click OK.  
|> 2). Right-click Microsoft Firewall, and then click Stop.  
|>  
|> 2. Start Windows Explorer.  
|>  
|> 3. Locate the Urlcache folder.  
|>  
|> 4. In the Urlcache folder, locate the file that has the .cdat file name  
|> extension.  
|>  
|> 5. Right-click the .cdat file, and then click Delete.  
|>  
|> 6. When you are prompted to confirm the removal of the .cdat file,

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click

|> Yes.

|> If you are prompted to delete the .cdat file because it is too big for the

|> recycle bin, click Yes.

|>

|> 7. Restart the Microsoft Firewall service.

|>

|> More information:

|> How to delete the Web cache in Internet Security and Acceleration Server

|> 2004

|> <http://support.microsoft.com/default.aspx?scid=kb;en-us:838248>

|>

|> Then try to access the problematic page again, does the problem persist?

|>

|> If the problem persists, can you tell me if you have configured the

|> internal client as both the web proxy client and firewall client?

|>

|> To be a Web Proxy client, please open IE, click Tools->Internet Options,

|> and click Connections->LAN Settings, configure ISA server as your Proxy

|> server (you can enter either the computer name or the internal IP of

the

|> ISA server, port 8080 by default.)

|>

|> To be a Firewall client, the workstation needs to have the ISA Firewall

|> Client software installed.

|>

|> Suggestion 3:

|> =====

|> 1. Open the ISA Server management console, navigate to "Firewall Policy".

|> On the right pane, double click the "SBS Internet Access Rule". Go to the

|> Users tab, you will find that the default setting is applied to "SBS

|> Internet Users", please change it to "All Users" and then move it to

the

|> top and click "Apply" to save the settings.

|>

|> 2. Open ISA2004 Management Console, in the left panel, expand to

|> Configuration->Networks. Under "Networks panel", double click "Internal".

|> Switch to "Web Proxy" panel, click "Authentication?". Uncheck the "Require

|> all users to authenticate" option, and then click "Apply" to save the

|> settings.

|>

|> Suggestion 4:

|> =====

|> Please try the following steps to configure the problematic web site

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for  
|> direct access.  
|>  
|> a. Open ISA management console, expand the server name. Expand the  
|> Configuration node and click the Networks node.  
|>  
|> b. In the details pane, click the Networks tab and then double click  
the  
|> Internal Network.  
|>  
|> c. In the Internal Properties dialog box, click the Web Browser tab. On  
the  
|> Web Browser tab, click the Add button.  
|>  
|> d. In the Add Server dialog box, select the Domain or computer option  
and  
|> enter the name of the site that you want Direct Access to be used.  
Enter  
|> dsc2g.co.clark.nv.us (or \*.co.clark.nv.us) in the text box, click OK.  
Click  
|> Apply to save the changes and then update the firewall policy.  
|>  
|> e. Then go to the client computer, double click on the Firewall client  
icon  
|> in the system tray Click the Test Server button. This forces the  
Firewall  
|> client to pull the new configuration information from the ISA firewall.  
|> Click Close in the Testing ISA Server dialog box when the test  
completes,  
|> then click the Apply button in the Microsoft Firewall Client for ISA  
Server  
|> 2004 dialog box.  
|>  
|> Click the Web Browser tab. Confirm that there is a checkmark in the  
Enable  
|> Web browser automatic configuration checkbox and click Configure Now,  
and  
|> then click OK in the Web Browser Settings Update dialog box.  
|> Then click Apply and then click OK in the Microsoft Firewall Client for  
ISA  
|> Server 2004 dialog box.  
|>  
|> More information:  
|>  
|> Configuring Sites for Direct Access  
|> <http://www.isaserver.org/articles/2004directaccessp1.html>  
|>  
|> Then access the site again, will the problem be resolved?  
|>  
|> Suggestion 5:  
|> =====

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|> This problem could also be caused by the EDNS0 query.  
|>  
|> Windows Server 2003 supports Extension Mechanisms for DNS (EDNS0) function  
|> which permits the use of larger User Datagram Protocol (UDP) packet sizes.  
|> However, some firewall programs or routers may not permit UDP packets that  
|> are larger than 512 bytes. As a result, these DNS packets may be blocked.  
|>  
|> I would like to suggest you try the following steps:  
|>  
|> 1. Insert SBS 2003 CD2, navigate to \Support\Tools\ Double-click  
|> suptools.msi to install the Windows 2003 support tools.  
|>  
|> 2. At a command prompt, type the following command, and then press ENTER:  
|>  
|> "dnscmd /config /enableednsprobes 0" (without the quotation marks)  
|>  
|> The following information appears:  
|>  
|> Registry property enableednsprobes successfully reset.