

Re: Connecting to Exchange...

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- *From:* "Cliff Galiher" <cgaliher@xxxxxxxxxx>
 - *Date:* Tue, 24 Jun 2008 12:41:11 -0600
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Just to make sure I have my facts straight (if they aren't then correct them please):

- 1) If I read your statement correctly, you **can** ping on the LAN.
- 2) Pinging from outside fails.
- 3) The outside connection is, in fact, an internet connection and not a private leased line.
- 4) SBS cannot run DHCP because another device is. That means that SBS has a static **private** IP on your LAN.
- 5) Your public IP is held by another device (router, gateway, firewall appliance.)
- 6) Traffic is routed to SBS via this appliance.

If all of those things are correct then I'll make a few observations:

- 1) Not being able to ping "the server" is probably not a sign of a problem...and is also technically inaccurate. The device that holds the public IP is responsible for answering pings, not SBS. In many cases, particularly with consumer-grade routers, they are specifically configured to ignore pings. You can dig into this and fix it, but it probably is not the cause of, or related to, your outlook issue.
- 2) You mentioned in your original post that you reconfigured the SBS page to redirect to OWA. This is very likely your problem. Outlook RPC over HTTP(s) requires the "RPC" virtual directory in IIS. This is configured by default for you with SBS, but if you are redirecting all incoming traffic to another virtual directory then outlook cannot reach that RPC virtual directory. And if it can't reach it, it cannot use that functionality to tunnel to exchange via HTTP. You can verify this by temporarily disabling your redirection.

-Cliff

"Ethon Bridges" <ethonbridges@xxxxxxxxxx> wrote in message <news:2008062413021550073-ethonbridges@xxxxxxxxxx>

On 2008-06-24 10:42:39 -0500, "Cliff Galiher" <cgaliher@xxxxxxxxxx> said:

First, you **really** should let SBS be the DHCP server. DHCP is a complicated beast that does more than just assign IP addresses. It also has various option flags that, in SBS-land, make other components work. Your router doesn't know and doesn't care about these flags...and you will end up having problems.

For example, The SBS DHCP server will make it the NTP time server for

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clients. Your router won't. If the clock on the client skews too much, you get kerberos problems....can't log in. And that is just an example off the top of my head. I understand the desire to keep your server minimalist and only run exchange, but DNS and DHCP should be considered "essential" SBS components.

Unfortunately, this is not an option.

Now, on to your other questions:

1) Are you pinging and trying to connect on the LAN or across a WAN link?

Pings on LAN, does not on WAN.

2) What is the client OS?

WinXP Pro

3) Was the computer joined to the domain using the connect computer wizard?

Do you mean the server computer itself? No. If you are talking about the client computer, no, because it is never at the server location and only needs Outlook Exchange.

4) Have you applied all service packs and updates to the server AND the client?

Yes.

5) Does the server or client have any third-party security products installed? If so, what are they?

No.

Not being able to ping sounds like a firewall issue, but pinpointing where that problem lies requires answers to one or more of the questions above...

-Cliff

Re: Connecting to Exchange...

"Ethon Bridges" <ethonbridges@xxxxxxxx> wrote in message
<news:2008062408351416807-ethonbridges@xxxxxxxx>

I have recently installed SBS2003 on a Dell PowerEdge server.

I cannot ping my server or connect to Exchange with Outlook, however, I can log in to Exchange/OWA via a web browser using the server's static IP or DNS name.

I am not using anything else about SBS except Exchange at this point. I have another router providing DHCP and don't want anything else running except Exchange.

I currently have the main SBS page redirected to only the OWA page.

Can anyone help me through the process of figuring out why I can't ping or access the server with Outlook?