

FAQ: Troubleshooting Hints for Browsing an NT Domain

Version 1.0

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Purpose: To provide hints for troubleshooting domain browsing and authentication across a VPN.

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Note: Throughout this document, the term “Windows 98” is used to describe both Windows 95 & Windows 98. The version of Windows NT covered in this document is 4.0.

For further reference, please see the following documents:

Browsing an NT Domain Through a VPN: Preparing Your Network

Browsing an NT Domain Through a VPN: The Windows 98 Client Using Dial-Up

Browsing an NT Domain Through a VPN: The Windows 98 Client Using a NIC

Browsing an NT Domain Through a VPN: The Windows NT Client Using Dial-Up

Browsing an NT Domain Through a VPN: The Windows NT Client Using a NIC

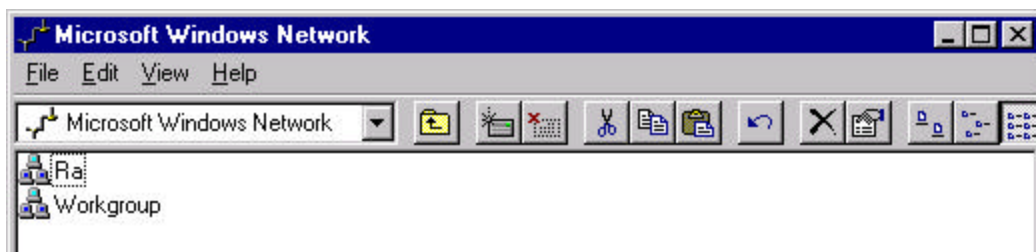
FAQ: NT Domain Authentication and Browsing Across “Hidden” Sites

For references on other complex and creative implementations, please refer to <http://www.checkpoint.com/~joe>.

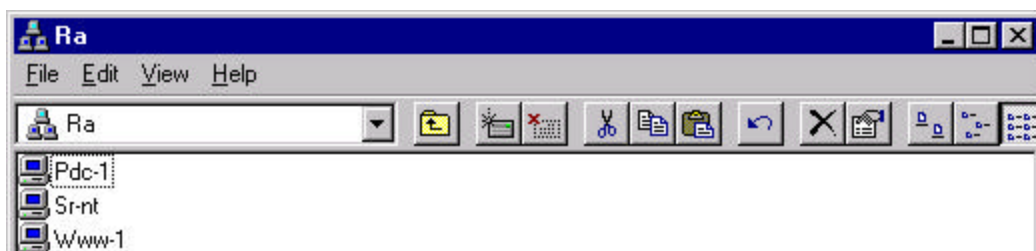
Troubleshooting Notes

1. What does it look like when we browse Network Neighborhood under the above referenced configurations?

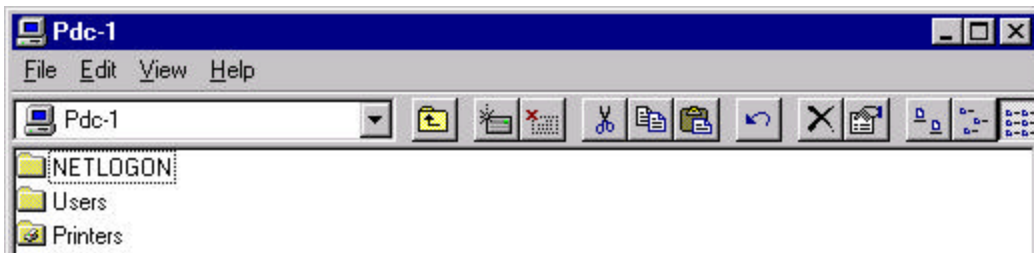
When browsing Network Neighborhood, you should see an entry for the domain when you select “Entire Network”. If you do not see “Entire Network”, try clicking the yellow folder icon on the task bar (with the bent arrow) to navigate back a level in the browse list. In the example below, our domain is called “Ra”.



Once you double-click the domain, you should see a list of servers in the domain that have shared resources. For Windows NT, the “Server” service is responsible for announcing the availability of resources to the Master Browser. For Windows 98, “File and Print Sharing for Microsoft Networks” is the “Server” service equivalent. The example below illustrates what happens when we double-click our domain.



The easiest way to test browsing is to double-click a domain controller. You should always see a “Netlogon” share on a domain controller. An example is shown below:



Note: Please understand that if you can double-click a domain controller and view its shared resources, you have authenticated in the domain. If you receive an access-denied message after clicking to view a member server, the issue may be that you are authenticating to that member server with a “Local” account. This issue is discussed in the Windows NT guides referenced in the beginning of this document. If you receive an access-denied message when double-clicking a domain controller, you need to logon to your workstation with an account that matches the username and password of an account in the domain. Otherwise logon with a username that does not match an account in the domain and enable the domain’s “Guest” account.

2. If Network Neighborhood does not display the domain’s name when selecting to view “Entire Network”, one of the better places to start troubleshooting is to use the “net” command to view shared resources on a domain controller or domain server.

Note: If you are not familiar with the “net” command, get familiar with it! Type “net /?” at a command prompt for help. You can also receive help on each “net” subcommand by using the following syntax: “net <subcommand> /?”. Though “net” is not very powerful under Windows 98, it has more features and is very powerful at an NT command prompt!

At the command prompt, type “net view [\\<IP address>](#)” where IP address is the address of one of your accessible domain controllers. On a domain controller, you should at least see a share called NETLOGON.

If “net view” displays a list of shared resources on that domain controller, try the “net” view command again using the NetBIOS name of the server instead of its IP address. This will tell you whether or not you can resolve the domain controller’s NetBIOS name using WINS.

Something to note about “net view” is that when you receive a list of resources from a server or domain controller, you have proven that domain browsing and authentication should function. Typically all that is left at that point is to ensure all your servers and clients are registering with WINS, especially your domain controllers.

If you receive an error from “net view” stating that access is denied, that is a good sign that the account you used to logon to the workstation does not have access to the domain. Try logging onto the workstation with an account that has the same username and password as an account in the domain or enable the domain’s “Guest” account and use a username that you are certain does not exist in the domain.

3. Another invaluable tool in troubleshooting domain browsing and authentication is the “nbtstat” utility. You can use “nbtstat -c” to view the NetBIOS name cache on the workstation as well as “nbtstat -n” to view registered names. Using this method, you can check to see if the domain name is registered, if a domain controller has been located, etc. If you are using an LMHOSTS file instead of WINS, you can use “nbtstat -R” to purge and reload the NetBIOS name cache and re-read the LMHOSTS file. Parameters for nbtstat are case sensitive.