

Re: Single user unable to access OWA

Source:

<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz/2007-12/msg00016.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Wed, 12 Dec 2007 09:02:07 GMT
-

Hi Anky,

Thanks for posting in our newsgroup.

Based on my research on this issue, please take the following steps to narrow down this issue:

Step 1: The problem may be caused by the order password stored on the computer, please try the following on the problematic computer:

1. Open Control Panel. Double click User Account.
2. On the Advanced tab, click Manage Passwords.
3. Remove the existing passwords and click OK.
4. Monitoring to see if the problem is resolved.

Step 2: Please make a clean boot to make sure the problem is not caused third party software:

1. Click Start->Run...->type msconfig and press Enter.
2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
3. Click Startup tab and Disable All startup items.
4. Click OK and choose Restart.
5. After reboot, check whether the problem still occurs.
6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

Step 3: This may be caused by IE Brower. Please take the following steps to reset IE.

If you use IE 7, please take the steps in the following article:

How to use Reset Internet Explorer Settings (RIES)

<http://support.microsoft.com/kb/923737>

If you use IE 6:

1. Click Tools' Internet Options.
2. On the General tab, click to delete history, cookie and temporary files.

Step 4: After you installed Windows 2003 SP2 on SBS server, it may cause network problem, please Disable Receive Side Scaling and offloading support.

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To disable Receive Side Scaling:

1. Click Start, click Run, type ncpa.cpl, and then click OK.
2. Right-click a network adapter object, and then click Properties.
3. Click Configure, and then click the Advanced tab.
4. In the Property list, click Receive Side Scaling, click Disable in the Value list, and then click OK.

To disable offloading support

1. Click Start, click Run, type regedit, and then click OK.
2. Locate and then click the following registry subkey:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
3. In the details pane, right-click EnableTCPA, and then click Modify.
4. In the Value data box, type 0 (zero), and then click OK.
5. Exit Registry Editor.
6. Restart the computer.

More info:

You may experience network-related problems after you install Windows Server 2003 SP2 or the Scalable Networking Pack on a Windows Small Business Server 2003-based computer

<http://support.microsoft.com/kb/936594>

If the problem persists, please help me collect the following information for deep research:

1. The screen shot of the error message when accessing OWA.

2. MPS Report

1) Download MPS report tool from:

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

2) Run the MPSRPT_SETUPPerf.exe on the server box.

3) Wait for 10~15 minutes.

4) Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Setup\Reports\cab\

5) Send the .cab file to v-robali@xxxxxxxxxxxxx with subject: Single user unable to access OWA.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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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 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: Single user unable to access OWA
<thread-index: Acg75fPkeie/kDEBTquCCtb+15q+Fw==
<X-WBNR-Posting-Host: 207.46.192.207
<From: =?Utf-8?B?QVBT?= <AndyS@xxxxxxxxxxxxxx>
<References: <A4C3E94D-6DFD-4D93-BF37-E3085FCF95F8@xxxxxxxxxxxxxx>
<uhGzFS#OIHA.1184@xxxxxxxxxxxxxxxxxxxxxx>
<Subject: Re: Single user unable to access OWA
<Date: Tue, 11 Dec 2007 03:07:00 -0800
<Lines: 69
<Message-ID: <7EBA7BEE-85A5-487A-9B4F-641D7BB6D7BD@xxxxxxxxxxxxxx>
<MIME-Version: 1.0
<Content-Type: text/plain;
< charset="Utf-8"
<Content-Transfer-Encoding: 7bit
<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

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<Newsgroups: microsoft.public.backoffice.smallbiz
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.backoffice.smallbiz:1357
<NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
<X-Tomcat-NG: microsoft.public.backoffice.smallbiz

<

<Larry,

<

<Thanks for the response. There are no local cached passwords.

<

<I posted to this group as it appears to be the only techNet Managed group

<dealing with SBS specifically. Testing the benefit of being a techNet

<subscriber!

<

<Andy

<

<"Larry Struckmeyer" wrote:

<

<> Hi Andy:

<>

<> In cases of this type, isolated to a single user, I suspect a cached local

<> password. Look on his workstation in Users and remove any passwords for any

<> user (assuming there is one) with the same name as his SBS logon user name.

<>

<> You may get more response in the SBS 2003 Newsgroup.

<>

<> SBS public Newsgroups:

<>

<> SBS 4.x: microsoft.public.backoffice.smallbiz

<> SBS 2000: microsoft.public.backoffice.smallbiz2000

<> SBS 2003: microsoft.public.windows.server.sbs

<>

<> if your current news server does not carry the mentioned groups you should

<> be able to connect directly to news.microsoft.com

<>

<> --

<> Larry

<>

<>

<> "APS" <AndyS@xxxxxxxxxxxxxx> wrote in message

<> news:A4C3E94D-6DFD-4D93-BF37-E3085FCF95F8@xxxxxxxxxxxxxxxxxxx

<> >I have a single user who cannot logon to OWA via http(s)//fqdn/exchange.

<> >The

<> > user is refused access with a "username or password invalid" style

<> > response.

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<> The SBS server logs a 529 Security failure for username Domain\user, logon
<> type 3, Caller User Name IUSR_SERVER.
<>
<> Previously, the user has had no problems accessing OWA, although the
<> problem
<> may have started when he was required to change his password (on the LAN)
<> due
<> to password aging. Alternatively the problem may be coincident with the
<> November Windows update round. The user can log on normally on the LAN
<> with
<> the credentials rejected by OWA. The OWA failures occur on all external
<> clients. He has not tried to connect to OWA via the LAN and is not on site
<> to
<> check this.
<>
<> No other users have OWA access problems. I note that the SBS server logs
<> a
<> type 8 logon for IUSR_SERVER when they access OWA, but no other logons
<> associated with the specific user logging in. This contrasts with the
<> failed
<> user for which there is no IUSR_SERVER logon (just the failed type 3)
<>
<> SBS 2003 SP1 with Exchange 6.5.7638.1 and all patches other than W2003 SP2.
<> All IIS default website permissions and Exchange virtual Folder
<> permissions/access settings are correct (as per MS KBs)
<>
<> Any help would be much appreciated.
<
<
<
<