

Re: Single user unable to access OWA

Source:

<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz/2007-12/msg00026.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT]))
 - *Date:* Wed, 19 Dec 2007 10:14:58 GMT
-

Hi Andy,

Thanks for your reply.

I am glad to know the issue was resolved.

I'd like to give you the following information for your future reference:

Migrating Windows Small Business Server 2003 to New Hardware

<http://technet2.microsoft.com/WindowsServerSolutions/SBS/en/library/62e2094e-ad4e-4227-b20e-97a716ed7c861033.msp>

Description of the Windows Small Business Server 2003 Best Practices

Analyzer tool

<http://support.microsoft.com/kb/940439>

Using Windows Vista and Outlook 2007 in a Windows Small Business Server 2003 Network

<http://www.microsoft.com/downloads/details.aspx?FamilyID=46E95C56-1A4C-45BD-8D69-5F41FF8F1F22&displaylang=en>

Backing Up and Restoring Windows Small Business Server 2003

<http://www.microsoft.com/downloads/details.aspx?FamilyID=487736f8-f6f5-436d-a82d-0c8d66e2a634&DisplayLang=en>

Using Microsoft Exchange Server 2003 Recovery Storage Groups

<http://www.microsoft.com/downloads/details.aspx?FamilyID=df144af6-bee5-4b35-866a-557e25fe2ba1&DisplayLang=en>

Documentation by Alphabetical List for Windows Small Business Server 2003

<http://www.microsoft.com/windowsserver2003/sbs/techinfo/productdoc/alpha.msp>
x

Windows Small Business Server Technical Library

<http://technet2.microsoft.com/WindowsServerSolutions/SBS/en/library/4082d695-2075-4ca0-8af8-99fd04b78b2d1033.msp?mfr=true>

The Official SBS Blog

Re: Single user unable to access OWA

<http://blogs.technet.com/sbs/default.aspx>If you have any questions in future, please don't hesitate to post in our newsgroup.

If you have any problem in further, please don't hesitate to post in our newsgroup.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – 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: Single user unable to access OWA
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<uhGzFS#OIHA.1184@xxxxxxxxxxxxxxxxxxxxxx>
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<AebHy2JPIHA.360@xxxxxxxxxxxxxxxxxxxxxx>

Re: Single user unable to access OWA

Re: Single user unable to access OWA

<FA6A9EDF-BD8D-4DA4-8A77-07F97D670449@xxxxxxxxxxxxxx>
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<Newsgroups: microsoft.public.backoffice.smallbiz
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<NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
<X-Tomcat-NG: microsoft.public.backoffice.smallbiz

<
<Robert,
<
<User was able to access OWA remotely last night, via
<https://fqdn/exchange>.
<So problem is solved. Thanks for your assistance with the troubleshooting.
<
<Andy
<
<"v-robeli@xxxxxxxxxxxxxxxxxxxxxxxxxx (Robert Li" wrote:
<
<> Hi Andy,
<>
<> Thanks for your reply.
<>
<> Do the user logon OWA from external with the same machine as in LAN? If
the
<> machines are different, please ensure you clear password cache on this
<> computer too.
<>
<> You can also 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.

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- ◇ 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.
- ◇
- ◇ Hope this helps.
- ◇
- ◇ 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
- ◇
- ◇ Get Secure! – 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.
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- ◇
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- ◇
- ◇ 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.

Re: Single user unable to access OWA

<>
<=====

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<>
<-----

<> <Thread-Topic: Single user unable to access OWA
<> <thread-index: AchBW3+GANbhe8cFSpKMcYmzHzsswA==
<> <X-WBNR-Posting-Host: 207.46.192.207
<> <From: =?Utf-8?B?QVBT?= <AndyS@xxxxxxxxxxxx>
<> <References: <A4C3E94D-6DFD-4D93-BF37-E3085FCF95F8@xxxxxxxxxxxx>
<> <uhGzFS#OIHA.1184@xxxxxxxxxxxxxxxxxxxx>
<> <7EBA7BEE-85A5-487A-9B4F-641D7BB6D7BD@xxxxxxxxxxxx>
<> <AebHy2JPIHA.360@xxxxxxxxxxxxxxxxxxxx>
<> <FA6A9EDF-BD8D-4DA4-8A77-07F97D670449@xxxxxxxxxxxx>
<> <yTKuI7SPIHA.5204@xxxxxxxxxxxxxxxxxxxx>
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<> <Lines: 316
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<> <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.backoffice.smallbiz
<> <Path: TK2MSFTNGHUB02.phx.gbl
<> <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.backoffice.smallbiz:1370
<> <NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
<> <X-Tomcat-NG: microsoft.public.backoffice.smallbiz
<> <
<> <Robert,
<> <
<> <External login to OWA fails once beyond the ADSL router (CISCO) for this
<> <user still. The user accesses <https://fqdn/exchange> and gets a
<> <<https://fqdn/Remote/logon.aspx> page "The username or password is
<> incorrect.
<> <Verify that CAPS LOCK is not on....."
<> <
<> <Can't workout why any logon traversing the router should be seen
<> differently
<> <on the SBS from one originating from a LAN port on the router.
<> <
<> <Will ask user to change password, just in case this solves issue.

Re: Single user unable to access OWA

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<<
<< Andy
<<
<< "APS" wrote:
<<
<< Robert,
<<
<< Thanks for the further hints. The user has returned to the office today
<< giving me the opportunity to test his ability to logon to OWA from the
<< LAN
<< before trying any of your recommended solutions. He was able to access
<< OWA
<< via the link on Companyweb and via <http://SERVER/exchange>. I then
<< attached a
<< laptop to a switch on the external network of the SBS. Accessing OWA
<< via the
<< <https://FODN/exchange> was also successful. This suggests that
<< everything is
<< operative.
<<
<< I hope this means that logging on via the LAN has cleared any possible
<< issues with SBS/OWA: the user will check tonight from a remote site.
<< Will
<< report back next week.
<<
<< Thanks for your support.
<<
<< Andy
<<
<< "Robert Li [MSFT]" wrote:
<<
<>> Hi Andy,
<>>
<>> Thanks for your reply.
<>>
<>> Since only one user can't access OWA, the issue may be caused by user
<>> permission or Exchange Attribute. Based on my experience, I'd like to
<>> give
<>> you the following suggestion:
<>>
<>> Step 1: The issue may be caused by incorrect user permission settings.
<>> Please run the change user permission wizard and try again.
<>>
<>> Note: I assume this user is domain user.

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<<>

<<> 1. Open Server Management and click Users.

<<> 2. Click Change User Permission and then click Next.

<<> 3. Click User Template and Replace any previous permissions granted to

< the

<<> users. Click Next.

<<> 4. Click problematic user account, click Add,

<<> 5. Click Next and then click Finish.

<<>

<<> Step 2: The issue may be related to corrupt Exchange attribute, you

< can

<<> follow steps below to reset its Exchange attributes.

<<>

<<> 1. In Outlook, Export all mails in Mailbox as .PST file.

<<>

<<> Please follow the instruction below to export all mails in the mailbox

< as

<<> .PST file.

<<>

<<> 287070 OL2002: How to Back Up, Restore, or Move Outlook Data

<<> <http://support.microsoft.com/?id=287070>

<<>

<<> 2. Remove the Exchange Attribute for problematic user with corrupt

< Exchange

<<> Attribute.

<<>

<<> 1) In Exchange 2003 computer, launch Active Directory Users and

< Computers.

<<> 2) In the Users Container, right click the user with corrupt

< attribute,

<<> click Exchange Task.

<<> 3) Click Remove Exchange Attribute and click Next to finish the

< process.

<<>

<<> 3. Run Cleanup Agent

<<>

<<> 1) In Exchange 2003 computer, launch Exchange System Manager.

<<> 2) Expand the mailbox store where the problematic mailbox located,

< right

<<> click the mailboxes container, select Run Cleanup Agent.

<<> 3) Then you will see the problematic mailbox with a red X.

<<>

<<> 4. Create a new mailbox for the user.

<<>

<<> 1) In Exchange 2003 computer, launch Active Directory Users and

< Computers.

<<> 2) In the Users Container, right click the user with corrupt

< attribute,

<<> click Exchange Task.

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<<> 3) Click Create a new Mailbox and select Mailbox Store for the new
< mailbox,
<<> click Next to finish the process.
<<>
<<> 5. After that, please follow article 287070 above to import the PST
< file in
<<> Outlook.
<<>
<<> How to manage .pst files in Outlook 2002 and in Outlook 2003
<<> <http://support.microsoft.com/kb/287070>
<<>
<<> If the problem persists, please help me collect the information I
< requested.
<<>
<<> 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
<<>
<<> Get Secure! – www.microsoft.com/security
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<>> -----
<>> <Thread-Topic: Single user unable to access OWA
<>> <thread-index: Acg8pVcpeCUYzSc+Sp60Gg50FgkA/Q==
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<>> <uhGzFS#OIHA.1184@xxxxxxxxxxxxxxxxxxxxxx>
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<>> < 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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microsoft.public.backoffice.smallbiz:1359
<>> <NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
<>> <X-Tomcat-NG: microsoft.public.backoffice.smallbiz
<>> <
<>> <Robert,
<>> <
<>> <Thanks for the response.

Re: Single user unable to access OWA

<>><

<>><Step 1: no existing passwords on any of the remote machines in
< question.

<>><Step 2: tested on multiple remote machines with lots of different
< setups,
<

.