

RE: Weird OWA Problem

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2004-04/4274.html>

From: Alan Sun [MSFT] (v-asun_at_online.microsoft.com)

Date: 04/27/04

Date: Tue, 27 Apr 2004 05:00:56 GMT

Hello,

Thanks for your posting here.

Based on the information, I suggest you first check the permissions for Authenticated Users group to access to the following folders:

WinNT\system32\

WinNT\System32\inetsrv\

Exchsrvr\bin\

Exchsrvr\RES\

Exchsrvr\webdata\

For more information, look into the following link:

187506 INFO: Basic NTFS Permissions for IIS 4.0

<http://support.microsoft.com/?id=187506>

Please also disable all the third-part applications on the server-side, especially the antivirus software to completely isolate the issue.

In addition, if the issue persists, please collect the following information for further investigation:

1. Test this issue within your LAN and configure IE to bypass all firewall/proxy servers, and then check to see if OWA works in your LAN?
2. Please confirm if the issue occurs on all the users or not. If it appears on certain accounts, please check the IE setting on the problematic workstations.
3. Provide me a screen shot of the error message. You may send message to my working email: v-asun@microsoft.com.
4. Check the application and system event logs for warning and error messages. If possible, please send a copy of the logs to me.
5. Check the IIS log files in the folder "<%SystemRoot%>\system32\LogFiles\W3SVCx". Please send me a copy.

Hope this helps. Please let me know if you have any other concerns, or need anything else.

Thanks & Regards
Alan Sun
Microsoft Online Partner Support

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

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|From: "Z D" <NOSPAM@NOSPAM.com>
|Subject: Weird OWA Problem
|Date: Mon, 26 Apr 2004 14:48:05 -0400
|Lines: 21
|X-Priority: 3
|X-MSMail-Priority: Normal
|X-Newsreader: Microsoft Outlook Express 6.00.2800.1409
|X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
|Message-ID: <ej15J97KEHA.3324@TK2MSFTNGP10.phx.gbl>
|Newsgroups:
microsoft.public.exchange.admin,microsoft.public.exchange.setup,microsoft.pu
blic.exchange2000.general
|NNTP-Posting-Host:
cpe0006258c9fd4-cm000039948c5e.cpe.net.cable.rogers.com 69.196.101.145
|Path:
cpmsftngxa10.phx.gbl!TK2MSFTFEED01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10
phx.gbl
|Xref: cpmsftngxa10.phx.gbl microsoft.public.exchange.setup:109102
microsoft.public.exchange2000.general:54663
microsoft.public.exchange.admin:424223
|X-Tomcat-NG: microsoft.public.exchange.admin
|
|Hello,
|
|Exchange 2003 & OWA has been working for quite some time and as far
as I
|remember I've made no config changes.
|
|All of a sudden, when users hit the "LOGOFF" button in OWA it says
that it
|cannot find this page:
|
|<server path>/exchweb/bin/USA/logoff.asp
|
|I get a 404 error as though the file does not exist.
|
|HOWEVER, I've manually checked and the directory & file is indeed
there!

|
|What is causing this? How do I even go about debugging this? Has
anybody

|else come across this problem?

|
|please help, thanks!

|ZD

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