

# Re: Problem viewing messages generated with OWA on Groupwise web c

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<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-01/msg02011.html>

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- *From:* "John Fullbright [MVP]" <[fjohn@donotspamnetappdotcom](mailto:fjohn@donotspamnetappdotcom)>
  - *Date:* Thu, 18 Jan 2007 19:14:03 -0800
- 

" UseRegionalCharset set as 1 "

should be 0. UseAltRegionalCharset can optionally be set to 1

"EdGreen" <EdGreen@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:0C204474-DA4C-4EFC-BBDC-C54B35F0C2D6@xxxxxxxxxxxxxxxxxxxx](mailto:news:0C204474-DA4C-4EFC-BBDC-C54B35F0C2D6@xxxxxxxxxxxxxxxxxxxx)

Thanks John,

But, I had already looked at the reg key-- we've had UseRegionalCharset set as 1 (and no UseAltRegionalCharset ket defined) long before this problem surfaced.

Further clarification: When I access the Groupwise web mail and open up a message sent to me from Site #1 OWA Exchange, the message is not viewable unless I right-click and change the encoding from within IE--just about any selection for charset will work.

That is assuming I am using IE 6 or IE 7.

However, when I use Firefox and I open the web mail message as just described, it is viewable without having to change the encoding. The default encoding in Firefox set at UTF-8, but I can change it to just about anything else and it still works.

The easiest solution is to tell the users at Site #2 to use Firefox when using their Groupwise Web client, but I really need to find a solution on the Exchange/OWA end that can fix this--without resorting sending as plain text.

And so far, I've only seen this problem with messages generated from from our

Re: Problem viewing messages generated with OWA on Groupwise web c  
Exchange/OWA.

Thanks

"John Fullbright [MVP]" wrote:

It's the same game you play with dcbs language support or browsers that don'tt understand UTF-8. iso 8859-1 (western europe is the character set used if a client does understand UTF-8. ascii is sent if a client does not. Ascii goes through andbut 8859 does not in your case, so the assumption is the GW client does not understand UTF-8. In this case, you could simply set UseAltRegionalCharset to 0 (this sends Windows-1252 for western europe, or set UseRegionalCharset to 1, or both. This requires a restart if the IS and W3SVC to take effect.

"EdGreen" <EdGreen@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:C50990D6-2E72-47C0-AEBD-38411925292E@xxxxxxxxxxxxxxxxxxxx](mailto:news:C50990D6-2E72-47C0-AEBD-38411925292E@xxxxxxxxxxxxxxxxxxxx)

Site #1:

Exchange Server 2003 SP2  
Spam Firewall 300

Site#2:

Novell GroupWise 7.0 Web mail

Problem:

Overview-- Users using GroupWise Web mail at Site #2 cannot read messages generated from our OWA clients (Site #1) without having to change the default encoding to render the messages properly.

Details-- When I send email from Site #1 using Outlook 2003 SP2 client via Exchange server to site #2, the message is viewable with the GroupWise Web

Re: Problem viewing messages generated with OWA on Groupwise web c

Client.

However, when I send email from Site #1 using OWA to Site #2, the message is not rendered properly—although if I change the character set encoding in the browser, the message is readable.

From Site #1, the messages sent from Outlook via Exchange server are  
Content-Type: text/plain; charset="us-ascii"

And the messages sent from Outlook Web Access via Exchange server are

Content-Type: text/plain; charset="iso-8859-1"

The GroupWise Client at Site #2 appears to be UTF-8 by default.

Question, is there a way to change the default character set for OWA clients on the Exchange server such that the messages get encoded in a default readable format for users at Site #2.

I have tried to assign different encoding sets for the specific domain (Site #2) via ESM/Global Settings/Internet Message Formats on the Exchange server.

However, this did not seem to make a difference as the message encoding remains unchanged for outbound messages to Site #2. Perhaps there is a setting that is overriding this, but I cannot find it.

Any help with this would be very appreciated.

Re: Problem viewing messages generated with OWA on Groupwise web c