

OWA – Folder List will not Appear

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.connectivity/2004-03/0469.html>

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Some users located on our Exchange 2003 server accessing OWA do not see their folder list. The frame instead shows the following error page...

Bad request

The page that you are looking for might have been removed, had its name changed, had its content expired, or is temporarily unavailable.

Please try the following:

Make sure that the Web site address displayed in the address bar of your browser is spelled and formatted correctly.

If you reached this page by clicking a link, contact the Web site administrator to alert them that the link is incorrectly formatted.

Click the Back button or open the home page for this Web site and look for other links to the information that you want.

HTTP Error 400 – Request is badly formed.

Internet Information Services (IIS)

Technical Information (for support personnel)

Go to Microsoft Product Support Services and perform a title search for the words HTTP and 400.

Open IIS Help, which is accessible in IIS Manager (inetmgr), and search for topics titled Web Site Setup, Web Site Administration, and About Custom Error Messages.

microsoft.public.exchange.connectivity: OWA – Folder List will not Appear

I've searched the MS Knowledge Base articles and only found this "<http://support.microsoft.com/default.aspx?scid=kb;en-us;831130&Product=exch2003>" which references another hotfix that causes the problem except I have not installed it. I've tried recreating this in a test environment but can't seem to figure out the cause for the error. Only about 30% of the users on this server are having this problem so far, the rest can see the folder list with no difficulty. The folder list is fine when using the locally installed Outlook 2003 client. Also, no security, application errors on either Exchange or the ISA server when this occurs. The users can manually type "<https://>/exchange/<userfirstname.userlastname>/inbox>" and access everything except Rules and Options within an OWA session.

Any help would be great.