

## OWA... Cant get it to work.

**Source:** <http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.misc/2004-09/1026.html>

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**From:** skywatcher (*anonymous\_at\_discussions.microsoft.com*)

**Date:** 09/29/04

Date: Wed, 29 Sep 2004 07:49:09 -0700

Can you open the default pages in the iis?

Do you install iis together with the exchange server in the same machine? or separate machine ?

Or maybe you can first have a look on the following asp which can be found in the iis's exchange virtual directory tshoot.asp

Troubleshooting Guide  
for  
Microsoft® Outlook Web Access  
Introduction

This document is a guide for troubleshooting known issues with the Microsoft Outlook Web Access components that are included with Microsoft Exchange Server versions 5.0 and 5.5. It includes the following information:

- \* A Server Configuration Checklist that contains configuration settings that you should set prior to using the Outlook Web Access components.

- \* The most common Error Messages that you might receive when connecting to and using your Microsoft® Exchange mailbox from a Web browser. These error messages include:

- o Failed to get Inbox occurring during log on
- o Sorry! The Exchange Server is Down or the HTTP Service has been disabled by an Administrator
- o Access Is Denied
- o Failed to Connect to the Microsoft Exchange Server <servername>

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### o VBScript Error Accessing Outlook Web Access Server

o When you log in anonymously, you see no public folders or get "Unable to get published folder list"

o Unable to Render View 424Object required

o VBScript Runtime Error '800A01A8' Object Required: 'Application (...)' \exchange\USA\logon.asp, Line12

o HTTP Error 401 401.1 Unauthorized: Login Failed

\* A description of the Server and Registry Settings used by Outlook Web Access components.

\* A Windows NT® hotfix that must be applied to your Internet Information Server 3.0 computer from the Exchange 5.5 Release Notes

\* Installing Internet Explorer 4.0 after Installing Microsoft Exchange Server

\* Web Browser Exception Errors when using 128-bit SSL authentication

\* Installing Microsoft Outlook Version 8.03 on an Exchange Server version 5.5 computer

If the error message that you are receiving is not listed here, or you are still having problems with Outlook Web Access after reading this troubleshooting guide, please search for additional answers in the Microsoft Knowledge Base at <http://support.microsoft.com/support>.

Note To perform most of these procedures, you must have administrative privileges on either the Exchange Server computer or the Microsoft® Internet Information Server (IIS) computer. If you do not have these rights, please contact your administrator.

### Server Configuration Checklist

This sections covers basic settings to ensure proper configuration of the Outlook Web Access components on the Exchange or IIS server. Before troubleshooting a specific error message, you may wish to check this information for

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items that may be missing from your installation.

\* The 'Log on Locally' right – Each Windows NT account that will be accessing Exchange Server through the Outlook Web Access client must have the Log on Locally right assigned on the IIS server. The administrator can assign this right to the Everyone group or to specific groups if access restriction is needed. To assign this right to an account, follow these steps:

1. Start User Manager for Domains.
2. Click User Rights on the Policies menu.
3. In the Right list, click Log on Locally.
4. Click the Add... button.
5. In the Add Users and Groups dialog box, click the Show Users button and choose one or more user or group accounts from the Names list.
6. Click the Add button and click OK when you are finished.
7. Click OK again and exit User Manager for Domains.

Note If the IIS computer is a Member server in a Windows NT domain, you must grant the Log on locally right to the appropriate Windows NT account using the local computer's accounts database, not the domain's accounts database. To do this, start User Manager for Domains in one of the following ways before you grant the Log on Locally right to the user account:

- o Log on to the IIS computer using the local computer's Administrator account and start User Manager for Domains.
- o If you are logged on to the IIS computer with a domain account that is a member of the local Administrator's group, start User Manager for Domains and click Select Domain on the User menu. Enter the local computer's name as \\<servername>.
- o Start User Manager for Domains using the following command line

```
usrmgr \\<servername>
```

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where <servername> is the name of the IIS computer. The end result is that the local computer's name will appear in the title bar of User Manager for Domains, instead of the domain name.

\* Password Authentication Methods – The WWW service on the IIS server must be configured for the appropriate password authentication method. This is dependent upon how you intend to setup your Exchange and IIS servers. If both Exchange and IIS are installed on the same computer, you can use any of the three supported authentication methods. If Exchange and IIS are on separate computers, only Basic (Clear Text) and Anonymous can be used. Windows NT Challenge/Response (also called NTLM) authentication cannot be used if a browser other than Internet Explorer will be used for Web Access. If you plan on using Basic (Clear Text) authentication and you wish to have a more secure environment, configure Secure Sockets Layer (SSL) support on the IIS server. For more information about setting up SSL, see your IIS documentation.

\* Required Components – The following components are required for a successful installation of Outlook Web Access:

- o Microsoft Windows NT 4.0
- o Microsoft Windows NT 4.0 Service Pack 3 (SP3)
- o Microsoft Internet Information Server (IIS)

Exchange 5.0 is only supported with IIS 3.0 (regardless of the service pack);

Exchange 5.5 is supported with IIS 3.0 or IIS 4.0.

- o Active Server Pages

ASP can be setup from the Windows NT 4.0 SP3 CD or you can download SP3 and the ASP components from <http://www.microsoft.com>.

- o Active Server Components or Outlook Web Access components

The Active Server Components are included with Exchange 5.0. It is recommended that you install Exchange 5.0 SP1 or Exchange 5.5, since they include the enhanced Outlook Web Access components.

- o Internet Browser (Use one of the following):
  - + Internet Explorer 3.02 with RFC1867.EXE

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installed to allow attachments (available from <http://www.microsoft.com/ie>)

- + Internet Explorer 4.0 or later
- + Latest version of any other third-party Internet Browser software that supports frames, for example, Netscape Navigator

\* The IUSR\_<ServerName> Account – Make sure that the IUSR\_<ServerName> account has been assigned the Log on Locally right on the IIS server. Also, make sure the password for this account is the same in both User Manager and the Internet Service Manager. These passwords can be changed independently and differences will cause access problems. By default, the IUSR\_<ServerName> account is given a random password when IIS is installed.

\* Setting Up Anonymous Access to Public Folders

Use the following steps to set up anonymous access:

1. On the Windows NT Start menu, click Programs.
2. Select Microsoft Exchange, and then select Microsoft Exchange Administrator.
3. Select the server you are configuring, and then open the Configuration container.
4. Choose Protocols, and then double-click HTTP (Web) Site Settings.
5. Select the Allow anonymous users to access the anonymous public folders check box.
6. Click the Folder Shortcuts tab.
7. Click New to add folders for anonymous viewing, and select an existing folder in the Public Folders dialog box.
8. Click OK.

Published folders must have at least Read permission granted to the Anonymous account. This is set in the Permissions tab for the specified folder. Folder permissions can be accessed from either the Microsoft Exchange Server Administrator program or from the client. To verify the permissions, use the following steps:

1. In the Microsoft Exchange Server Administrator program, browse to find the public folder for which you created a shortcut.

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2. On the File menu, click Properties.

3. Click Client Permissions.

4. In the box at the top of the Client Permissions dialog box, select Anonymous, and change its role from None to the desired level of access.

5. If you want to publish all subfolders of this folder for anonymous access, select the Propagate these properties to all subfolders check box.

6. Click OK.

#### Troubleshooting Error Messages

##### "Failed to Get Inbox" Error Message During Log On

One of the most common error messages you may receive when you attempt to log on to a Microsoft Exchange mailbox using the Outlook Web Access client is the Failed to Get Inbox error message. Use the following steps to troubleshoot this error:

1. You may have typed the mailbox incorrectly. Try entering the alias again.

2. Confirm that the mailbox alias name does not contain any spaces. If it does, rename the mailbox alias by removing the spaces.

3. If you are prompted for a user name and password, enter the domain and user name in the NT Authentication dialog box as <Domain>\<User Name>.

4. Access another Web page to ensure that the browser is not the problem.

5. If you log on to a mailbox with one alias, log off and then try to log on to another mailbox, the Failed to Get Inbox error may occur because the browser has cached the previous user's credentials. Close the browser and try again.

6. If you are logging in as an Anonymous user to access public folders, verify that you have given sufficient permissions for the Anonymous account to access public folders.

7. Log on to the mailbox from an Exchange or Outlook client to verify that the mailbox is accessible. This may determine whether there is a problem with mailbox corruption or a problem specific to the Outlook Web

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Access components.

8. Try to log on from another computer. If this works, the password file of the user on the original computer may be corrupted if this is a Windows 95 system. Try deleting your \*.PWL file, log off, then log back in to Windows 95. This will create a new \*.PWL file.

9. To ensure that the IIS server that you are attempting to access your Exchange mailbox on is not the problem, try connecting to the default page of that server at <http://>>.

10. Create a new mailbox and Windows NT account. Try accessing this mailbox to ensure that there is no problem with a specific user's account.

11. Check the password authentication method being used by the WWW service on the IIS server. To do this, follow these steps:

1. Open Internet Service Manager.
2. double-click the WWW Service.
3. Under Password Authentication, make sure that:

\* The Allow Anonymous check box is selected.

\* The Basic (Clear Text) check box is selected.

\* The Windows NT Challenge/Response check box is not selected.

Note Windows NT Challenge/Response can be enabled if the Web Server is on the same computer as Exchange Server. The Basic (Clear Text) check box can be cleared if you will only be using Internet Explorer and your Web Server is on the same computer as Exchange Server.

12. If you are using NTLM authentication on the IIS server, verify that the Do not use Proxy server for local addresses option has been enabled on the client's Web browser.

13. If you are using NTLM authentication, verify that you are logged on to the domain with the Windows NT account that has permissions on the Exchange mailbox. If

the user can log on from the IIS computer but not from a client workstation, then verify that the user has the Log on locally right assigned on the IIS server.

Note If the IIS computer is a Member server in a Windows NT domain, you must grant the Log on locally right to the appropriate Windows NT account using the local computer's accounts database, not the domain's accounts database. To do this, start User Manager for Domains in one of the following ways before you grant the Log on Locally right to the user account:

- \* Log on to the IIS computer using the local computer's Administrator account and start User Manager for Domains.

- \* If you are logged on to the IIS computer with a domain account that is a member of the local Administrator's group, start User Manager for Domains and click Select Domain on the User menu. Enter the local computer's name as \\<servername>.

- \* Start User Manager for Domains using the following command line

```
usrmgr \\<servername>
```

where <servername> is the name of the IIS computer. The end result is that the local computer's name will appear in the title bar of User Manager for Domains, instead of the domain name.

14. If you are prompted with a dialog box requesting the user name and password when logging on to the mailbox, but you are still getting the "Failed to Get Inbox" error message, then enable Allow Anonymous and Basic (Clear Text) password authentication on the IIS server through IIS Manager.

15. Verify the home server of the mailbox. If you are trying to log on to an Exchange Server computer other than your home server, be sure to allow adequate time for your mailbox to replicate to the server that you are trying to log on to.

16. Verify that you can log on to Exchange through a Web browser located on the IIS server. If you are unable to log on from the IIS computer, check for a problem in that user's Windows NT account or password.

17. If Exchange Server is on an NTFS partition, then share it out with the same name and give Full Control access to the Everyone group.

18. If you are replicating directories between two recently connected sites, you must ensure that no two mailboxes contain the same alias name. If they do, you must either rename or remove the duplicate alias.

Sorry! The Exchange Server Is Down or the HTTP Service Has Been Disabled by an Administrator

This is another common error message that you may see when you log on to a mailbox. The following steps can be used to troubleshoot this error message:

1. The HTTP protocol may be disabled. Open the Microsoft Exchange Administrator program, select the Protocols container, and open the HTTP (Web) Site Settings object. Make sure that the Enable Protocol option is selected. Open the properties for the mailbox and click the Protocols tab. Select the HTTP protocol, and then click Settings. Make sure that Enable HTTP for this recipient (HTTP is enabled on this server) is selected.

2. Anonymous access may be disabled in LDAP. Open the Exchange Administrator program, select the Protocols object and open the LDAP (Directory) Site Defaults object. Click the Anonymous tab and make sure that the Allow anonymous access option is selected.

3. This error may also occur if the Anonymous access account defined in the DS Site Configuration object in the Microsoft Exchange Administrator program does not have Search permissions at the Configuration container level. This Search feature is only available in Exchange 5.5 or later.

4. Verify that the Microsoft Exchange Information Store service on the Exchange Server computer is started.

5. Verify that the MSExchangeWeb registry key shown below contains the correct values for the Organization, Site, and Server names of the Exchange Server computer to which you are connecting. Open the Microsoft Exchange Administrator program. Note the Organization, Site, and Server names displayed for the server to which you are connecting. Start Registry Editor (Regedt32.exe) on Microsoft Exchange Server, select the following registry key

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services  
\MSExchangeWeb\Parameters

and verify that the following values match:

\* Enterprise – Must match the Organization name.

\* Site – Must match the Site in which the  
Server is located.

\* Server – Must match the Server to which you  
are connecting.

If any of the above values are incorrect, change  
them to match the names displayed in the Exchange  
Administrator. These values are not case sensitive.

6. Verify that the IUSR\_<ServerName> account has at  
least Change permissions on the directory that contains  
the temporary .mmp files. This directory is specified in  
the following registry key:

HKEY\_LOCAL\_MACHINE\Software\Microsoft  
\Windows Messaging Subsystem\ProfileDirectory

For more information about changing this key, see  
the Failed to Connect to the Microsoft Exchange Server  
<servername> error section.

### Access Is Denied

When logging on and trying to enter authentication  
credentials, you may be repeatedly prompted with NT  
Authentication dialogs, or you may get the immediate  
error message "Access is Denied". Try the steps described  
below to troubleshoot this error message:

1. The password may have been typed incorrectly.  
Retype the password and double check the spelling, being  
sure to check capitalization and so forth.

2. The username may have been typed incorrectly.  
Retype the user name, double checking capitalization, and  
so forth. Use the <Domain>\<Username> format.

3. You may not have the Log on Locally right on the  
IIS server. To correct this, perform Step 1 in  
the "Server Configuration Checklist" section at the  
beginning of this document.

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Failed to Connect to the Microsoft Exchange Server  
<servername>

This is another error message you may receive when you attempt to log on to a mailbox through the Outlook Web Access client. Use the following checklist to troubleshoot this error:

- \* Check the permissions set on the <WINNT> directory and all of its subdirectories. Also, check the permissions on the <Exchsrvr>\Webdata and <Exchsrvr>\Webtemp directories and all of their subdirectories. If using Exchange Server version 5.0, the <WINNT> directory and all of its subdirectories must have CHANGE permissions set on them for the Domain Users group. The <WINNT>\SYSTEM32 directory must have at least READ permissions set for the Domain Users group.

- \* When you use Microsoft Exchange Active Server components to access information on a computer running Microsoft Exchange Server, files with an .mmp extension are created in your <WINNT> directory by default. The .mmp file is a temporary file used by Active Messaging to store certain profile information during the active session. This file should be deleted after the user logs off and the session is closed. Because these files must be created dynamically, the Microsoft Internet Information Server (IIS) Anonymous Log on account IUSR\_<ServerName> by default) needs to have CHANGE permissions on the <WINNT> directory.

- \* After you install Microsoft Exchange Server 5.0 Service Pack 1, you can change the directory in which the temporary .mmp files are created.

Warning: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall Windows 95. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

If the following registry key is present, the .mmp files will be created there instead of in the <WINNT> directory:

HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows Messaging Subsystem

To create this registry entry, perform the following steps:

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1. Start Registry Editor (Regedt32.exe) and go to the following key:

HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows Messaging Subsystem

2. On the Edit menu, click Add Value and type the following values:

- o Value Name: ProfileDirectory
- o Data Type: REG\_SZ
- o Value Data: Path to the directory in which the temporary files are created.

For example: C:\WEBTEMP)

If the registry value is not present, the .mmp files are created in the <WINNT> directory.

Note The IIS Anonymous Log on account (IUSR\_<ServerName> by default) must have CHANGE permissions for the directory specified for ProfileDirectory.

If using Exchange Server version 5.0 SP1 or higher, verify that the <WINNT> directory and all of its subdirectories have at least READ permissions set on them for Domain Users group. Verify that the <WINNT>\System32 directory has at least READ permissions set for the Domain User group. If you are using Exchange Server version 5.5 or higher, no special permissions have to be set on the <WINNT> directory.

You may need to change the permissions on the Exchsrvr\Webdata directory and all of its sub-directories to READ. Verify too that the Exchsrvr\Webtemp directory and all of its sub-directories are set to CHANGE.

VBScript Error Accessing Outlook Web Access Server

You may receive the following VBScript error on your Web Browser when you attempt to connect using Outlook Web Access. The script name and line number may not be identical, but the error code will remain the same.

```
Microsoft VBScript runtime error '800a03e3'  
Unknown runtime error  
/exchange/USA/lib/session.inc, line 300
```

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This error may have more than one cause. To confirm the cause, check the following:

- \* Anonymous access is not enabled on the LDAP protocol in the Exchange Administrator program and/or the anonymous account has not been assigned the correct permissions. Trying to connect to a mailbox that either doesn't exist or no longer exists will generate this error. Verify the mailbox alias to which you are trying to connect.

- \* Open the Exchange Administrator program to check the LDAP protocol and anonymous account permissions. View the properties of the LDAP protocol and ensure that Allow Anonymous is checked. View also the properties of the DS Site Configuration container and ensure the account designated for the anonymous access is correct and that the password for this account is correct. (Note that the IUSR\_<ServerName> account is normally used for anonymous access, however it is possible to use a different account name.)

- \* View the properties of the Configuration container and click the Permissions tab. Ensure that the IUSR\_<ServerName> or anonymous account has Search permissions.

If changes are made to any of the above, you must stop and restart the World Wide Web Publishing service (WWW) through Control Panel Services or through IIS Manager.

This runtime error message can also occur when the server is very busy or when you try to connect to a mailbox that doesn't exist, but is authenticated as a real user. Also, this problem may occur if the incoming message is larger than the input buffer of the Internet Web Browser (usually around 16 KB). A hotfix for this problem is available.

Note: This should only be used in specific cases where installation of the hotfix is warranted. This hotfix is only for use with Exchange Server and IIS version 3.0. The hotfix is available on the Microsoft anonymous FTP server site <ftp://ftp.microsoft.com/bussys/IIS/iis-public/fixes/usa/ASP/asp-memfix/>.

When you log in anonymously, you see no public folders or get "Unable to get published folder list"

- \* Verify that the IIS server's WWW service is running and handling ASP requests. This can be done by running

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some of the sample scripts available with IIS.

\* If no public folders are published, go to the Microsoft Exchange Administrator program to confirm that the HTTP protocol is enabled and allows anonymous access to public folders. Use the following steps to confirm whether the protocol is enabled:

1. Open the Exchange Administrator program.

2. Open the Protocols object.

3. Double-click HTTP and click the General tab. Click the Folder Shortcuts tab. Verify that the folders for anonymous access are available in the Public Folder Shortcuts list.

4. Note: Including only the Public Folder tree object will not provide anonymous access to any of the top level public folders.

\* Verify that access permissions for the folder are correctly set. Make sure that the default permissions for the anonymous account are set to a minimum of Reviewer.

\* Verify that the Public Folders you are trying to open are available from the Microsoft Exchange or Outlook client. This should ensure that the public folder is accessible.

\* Set up a test folder, add it to the list of public folders, and assign the appropriate permissions. Remember to exit and restart the browser before you attempt to access the test public folder.

\* Make sure that the IUSR\_<ServerName> account has Log on Locally rights on the IIS server.

\* Make sure that the IUSR\_<ServerName> account's password in User Manager is the same as in the Internet Service Manager.

\* Check to ensure that the Guest account on Exchange Server has not been disabled. Perform these steps to confirm the information:

1. In Exchange Server, select User Manager for Domains.

2. Select the Guest account and double-click to view the properties.

3. Make sure that Account Disabled check box is

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cleared (not selected).

Unable to Render View 424Object Required

This error message will occur if some of the Outlook Web Access files located on the Microsoft Exchange Server computer are corrupted or missing.

To correct this behavior, remove and reinstall the Outlook Web Access components from the Microsoft Exchange Server computer using the following steps:

1. Back up the \Exchsrvr\Webdata directory on the Microsoft Exchange Server computer.
2. Run the Microsoft Exchange Server Setup program and choose the Add/Remove option.
3. Cancel the selection of the Outlook Web Access component and continue with the Setup program to remove the Outlook Web Access component.
4. Delete the \Webdata directory.
5. Run the Setup program again and select the Outlook Web Access component.
6. Continue with the Setup program to perform a clean installation of the Outlook Web Access components.

VBScript Runtime Error '800A01A8' Object  
Required: 'Application (...)' \exchange\USA\logon.asp,  
Line12

This runtime error may be caused by file corruption in the Exchange Active Server Components. A failed installation followed by a successful installation can also cause the errors. The failed installation can cause the reinstallation process to not proceed as expected.

Occasionally, when you try to remove the Active Server Components (ASC) from Exchange Server Setup using Add/Remove, the check box for this option cannot be cleared. You may not be able to uninstall just the Active Server Components option by using Add/Remove.

Modifying the related registry key will allow the ASC to be reinstalled. To make the correct modification, locate the following registry key

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`\HKEY_LOCAL_MACHINE\Software\Microsoft\Exchange\Setup`

and remove the String Value Web Connector from the key. This action will clear the ASC option from the Exchange Server CD Setup program. You should then be able to reinstall the ASC option.

HTTP Error 401 401.1 Unauthorized: Log On Failed

This error will occur when you try to access your mailbox through the active server logon page if Internet Information Server (IIS) version 4.0 has been installed on a Microsoft Exchange 5.0 Web Access Server. Exchange Server version 5.0 Web Access is not supported with IIS version 4.0. The only alternative in this situation is to remove IIS version 4.0 and reinstall IIS version 3.0.

Server and Registry Settings

Setting the Session Timeout

Use the following steps to set timeout values:

1. Open the `Exchsrvr\webdata\<lang>\lib\logon.inc` file using a text editor such as Notepad.
2. Search for the `Session.Timeout` string. The first occurrence is for authenticated access and the default value is 60 minutes. The second occurrence is for anonymous access and the default value is 20 minutes.
3. Change either or both of the values as appropriate to your situation.

The MExchangeWeb Registry Key

The Outlook Web Access settings are stored in the following registry key on the IIS server:

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MExchangeWeb`

This registry key has four subkeys: `AcceptLanguage`, `Applications`, `Parameters`, and `Performance`.

\* `AcceptLanguage`

Contains subkeys for all possible accepted languages and a default key. Every key points to United

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States settings by default unless you are running JPN, FRN, or GER setup, in which case the key for that language is localized. Each key contains the following values:

CodePage – The code page to use for this language.

Directory – The directory that the localized scripts are located in Webdata.

LCID – The locale ID, used for things like date format.

\* Applications

Every subkey under Applications is the name of a virtual root that the Exchfilt.dll file uses to determine if it needs to insert a language directory into the URL.

\* Parameters

This key contains the following values:

Enterprise – The enterprise of the computer running Exchange Server.

HTMLQuoting – Used by RTF–HTML. May not be in use.

Language Pack Directory – Tells Outlook Web Access where to search for langpack DLLs.

RFC1867NoCleanupAtUnload – Whether Exupload.dll should delete items in the SaveDirectory when it loads.

RFC1867SaveDirectory – Directory to save temporary files in when uploading.

RFC1867Trace – If 0 (zero), no trace. Else, put a trace of the form the browser submits when uploading a file. The trace goes in the SaveDirectory.

Server – The name of the Exchange Server computer.

Site – The site the Exchange Server computer is located in.

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Debug – Adds debug information to JavaScript dialogs.

AuthenticatedSessionTimeout – Authenticated Session Timeout, in minutes.

AnonymousSessionTimeout – Anonymous Session Timeout, in minutes.

\* Performance

This key contains standard Performance Monitor (PerfMon) counter information.

Additional Information from Exchange 5.5 Release Notes  
Installing the Windows NT Hotfix for Outlook Web Access

When installing Outlook Web Access, you should install the Windows NT hotfix that addresses problems with Secure Sockets Layer (SSL) and memory leaks. This hotfix is for use only with Exchange Server using IIS version 3.0. For more information, see the Microsoft Knowledge Base at the Microsoft Technical Support Web site (<http://support.microsoft.com/support>).

You can download the hotfix from the Microsoft anonymous FTP server:

<ftp://ftp.microsoft.com/bussys/IIS/iis-public/fixes/usa/ASP/asp-memfix>

The self-extracting zip file is called ASP-MEMFIX.EXE.

Installing Internet Explorer 4.0 After Installing Microsoft Exchange Server

In many cases, you may wish to install IE 4.0 on your Exchange Outlook Web Access Server for troubleshooting and setup. If you need to run Internet Explorer and Microsoft Exchange Server on the same computer, it is strongly recommended that you install Internet Explorer 4.0 before installing Microsoft Exchange Server. If you install Internet Explorer 4.0 after installing Microsoft Exchange Server, Internet Explorer modifies the Multipurpose Internet Mail Extensions (MIME) registry database. This results in problems for international mail, especially mail with double-byte character content. If you installed Internet Explorer 4.0 after installing Microsoft Exchange Server, complete the following procedure to correct this problem. You can perform these steps without stopping any Microsoft Exchange Server services.

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Note This procedure is not required if you installed Internet Explorer 4.0 before you installed Microsoft Exchange Server.

1. Copy the Reset.inf file in the Server\Support\Mimedb directory from the Microsoft Exchange Server compact disc to a local hard disk.

2. Right-click the file name and click Install.

### Web Browser Exception Errors When Using 128-bit SSL Authentication

When 128-bit SSL authentication is turned on for IIS, some Web browsers, such as Internet Explorer versions earlier than 3.02, build 1310, can quit because an exception error occurs when users access Web documents using Microsoft Outlook Web Access.

To eliminate these types of Web browser exception errors, you can add the following registry key to the IIS computer:

```
HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001
\Services\w3svc\asp\parameters\BufferingOn=1
```

Note The above registry key is one path; it has been wrapped for readability.

This turns buffering on for the IIS computer. When buffering is turned on, Active Server Pages are parsed completely before any data is sent to Web browsers. Buffering is off for servers by default.

In addition to modifying the registry, users can also control buffering on a per-page basis by inserting `<% Response.Buffer = TRUE %>` at the top of a page.

**Caution** With buffering turned on, more server memory is used to parse Active Server Pages and server performance is slower. Be sure to monitor the server to evaluate the impact of buffering on server performance. You may need to upgrade the server's processor or memory to maintain optimum performance.

For optimum performance of Outlook Web Access when using 128-bit SSL authentication, consider upgrading your users' Web browsers to versions which have the enhanced ability to handle 128-bit SSL authentication. Internet Explorer 3.02, build 1310 and later versions have enhanced 128-bit SSL authentication capability. For more

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information about obtaining the latest version of Internet Explorer, use your Web browser to visit <http://www.microsoft.com/ie>.

Installing Microsoft Outlook Version 8.03 on a Microsoft Exchange Server Version 5.5 Computer

If you install Outlook 8.03 on a Microsoft Exchange Server 5.5 computer, Outlook Web Access does not perform as expected. To solve this problem, run Regsvr32a.exe after installing Outlook. This utility resets the affected registry settings by re-registering Cdo.dll. You can download Regsvr32a.exe from the Microsoft Web site at:

<http://premium.microsoft.com/support/downloads/dp2439.asp>.

Run Regsvr32.exe from the command line using the full path to Cdo.dll as the argument. For example, the following command changes the registry settings by re-registering Cdo.dll

```
regsvr32.exe systemroot\system32\cdo.dll
```

where systemroot is your Windows NT directory.

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>-----Original Message-----

>I have insufficient knowledge of OWA, yet I am attempting to set it up on my

>mail server. Through searching the internet on some sort of document yeilding

>detailed instructions for installing OWA and making it work with Exchange

>5.5, I have found one document that is kind of useful to me.

>I scowered Microsoft's web site for information on how to actually get OWA

>to work, but all the doc's i got were on planning and deployment...

>archetecture, security... how it works, and how well it dosent work. None of

OWA... Cant get it to work.

microsoft.public.exchange.misc: OWA... Cant get it to work.

>*this is helpfull to a novice like I.*

>*My Exchange guide is nowhere to be found, and the "Books online" section of*

>*the cdrom it even more useless.*

>

>*Please help me.*

>*I have IIS up, OWA installed, but nothing is going like promised. I cant*

>*even log in.*

>

>*Thank you.*

>--

>-- *Lindsay Prince*

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