

## RE: OWA Error with all IE clients

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.general/2005-02/0073.html>

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IE 5.0, and above, browsers use HTTP requests with WebDAV verbs(special HTTP verbs), and XML, when logging a users into OWA 2000 or 2003. Down-level clients(i.e. below IE 5.0, IE for Mac, Netscape, Mozilla) don't know anything about WebDAV or XML. The use a simple(like it was back in OWA 5.5) "Get me this....Get me that..." type approach that does not involve WebDAV verbs, or XML. So, if the upper-level browsers are getting the "The page cannot be displayed....HTTP 404 -- File not found" error, then something is interfering with the WebDAV requests. The problem can be due to such things as a firewall(i.e. it works internally, but not externally on the Internet) or software such as URLScan. One way to determine if URLScan in on the Exchange/OWA server is to search for a file called urlscan.ini. This file is used by URLScan to determine if a URL is safe. If it's not, users will get a 404 error. If URLScan is denying something then you will see it in the IIS logs(default location: c:\<windows directory>\system32\logfiles\w3svc1\exYYMMDD.log -- search for the word urlscan) or in the URLScan log files(in same location as the urlscan.ini file).

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From: Kevyn Pietsch[MSFT]

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