

## Re: OWA 403 access denied error

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*Source:* <http://www.tech-archive.net/Archive/ISA/microsoft.public.isa/2008-02/msg00083.html>

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- *From:* Steve Halvorson <[steveh@xxxxxxxxxxxxxxxx](mailto:steveh@xxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 12 Feb 2008 07:43:00 -0800
- 

OK so here is the scoop on the 500 error. I did some research and came up with an article from [isaserver.org](http://isaserver.org) (Thanks Dr Schinder!) The 500 error happens when the certificate that ISA uses to connect to the mail server does not match the CN of the server. In my case the mail server was serving a cert with the CN of "mail.mydomain.net". ISA server was looking for "owa.mydomain.com". I changed the published server to match the certificate and it now appears to work correctly.

Thanks for your help Phillip on the dropping the /owa suffix. I'll try your suggestion and see if I can get it to work.

Thanks again

—

Steve Halvorson  
Preferred Credit, Inc

"Phillip Windell" wrote:

It is supposed to be <https://owa.mydomain.com/exchange>, not <https://owa.mydomain.com/owa>

Reducing it to <https://owa.mydomain.com> will only work for external users,...not internal users because internal users should not be using the ISA to get there (the Split-DNS thing is for that). This is because the process is done by ISA and not the Exchange box. It may have side effects and I've found it not worth messing with and have remove it.

But there are two ways to do it:

Option 1. In the Paths Tab of the OWA Publishing Rule add the following path `/* /exchange/*` (the slashes are to be just as I typed them)

Option 2. Create a OWA Web Publishing Deny Rule for specifically <https://owa.mydomain.com> that redirects to <https://owa.mydomain.com/exchange> where the "real" Publishing Rule picks it up from there. Here's the link to the discussion on this:

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[http://forums.isaserver.org/m\\_2002021383/mpage\\_1/key\\_/tm.htm](http://forums.isaserver.org/m_2002021383/mpage_1/key_/tm.htm)

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Phillip Windell  
www.wandtv.com

The views expressed, are my own and not those of my employer, or Microsoft, or anyone else associated with me, including my cats.

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Understanding the ISA 2004 Access Rule Processing  
[http://www.isaserver.org/articles/ISA2004\\_AccessRules.html](http://www.isaserver.org/articles/ISA2004_AccessRules.html)

Troubleshooting Client Authentication on Access Rules in ISA Server 2004  
[http://download.microsoft.com/download/9/1/8/918ed2d3-71d0-40ed-8e6d-fd6eeb6cfa07/ts\\_rules.doc](http://download.microsoft.com/download/9/1/8/918ed2d3-71d0-40ed-8e6d-fd6eeb6cfa07/ts_rules.doc)

Microsoft Internet Security & Acceleration Server: Partners  
<http://www.microsoft.com/isaserver/partners/default.asp>

Microsoft ISA Server Partners: Partner Hardware Solutions  
<http://www.microsoft.com/forefront/edgesecurity/partners/hardwarepartners.msp>

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"Steve Halvorson" <steveh@xxxxxxxxxxxxxxxx> wrote in message  
<news:E53B0C39-7B8B-4BF3-A02F-ADD1073216F2@xxxxxxxxxxxxxxxx>

Thanks for the reply. I have DNS setup so that from the ISA server (Internal network) I can go to <https://owa.mydomain.com/owa> it resolves the name and goes into OWA. However, when I try from an external source, I get the html OWA login screen but when I log in, I get an error 500 the target principle name is incorrect. Also, I would like to get rid of the /owa. Can I redirect <https://owa.mydomain.com> to <https://owa.mydomain.com/owa>?

Any help on either of these would be appreciated.

--  
Steve Halvorson  
Preferred Credit, Inc

"Phillip Windell" wrote:

You need to run Split-DNS so that owa.mydomain.com (not .net) resolves to the \*internal\* IP# of the OWA when running from internal LAN machines,...while the outside world still resolves the same

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name to the  
Public IP# as they are now.

OWA needs to run with SSL and the Cert will require the  
same name be used  
(owa.mydomain.com) throughout the whole process no  
matter where the user  
is  
coming from. The Split-DNS is what makes that possible.

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Phillip Windell  
www.wandtv.com

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Microsoft,  
or anyone else associated with me, including my cats.

-----  
Understanding the ISA 2004 Access Rule Processing  
[http://www.isaserver.org/articles/ISA2004\\_AccessRules.html](http://www.isaserver.org/articles/ISA2004_AccessRules.html)

Troubleshooting Client Authentication on Access Rules in  
ISA Server 2004  
<http://download.microsoft.com/download/9/1/8/918ed2d3-71d0-40ed-8e6d-fd6eeb6cfa07/ts>

Microsoft Internet Security & Acceleration Server: Partners  
<http://www.microsoft.com/isaserver/partners/default.asp>

Microsoft ISA Server Partners: Partner Hardware Solutions  
<http://www.microsoft.com/forefront/edgesecurity/partners/hardwarepartners.msp>

-----  
"Steve Halvorson" <stevh@xxxxxxxxxxxxxxxx> wrote in  
message  
<news:1E8D75E2-6F11-49B0-B202-BBCF51736E6E@xxxxxxxxxxxxxxxx>

Sorry for the delay in getting back to this.  
Actually, the exchange  
server  
slowly started to melt down and eventually  
failed. We've been  
struggling  
to  
restore full functionality in the exchange  
environment on a new server.  
Now  
I am back to OWA.

As far as I know DNS is working properly.  
Is there something specific

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I  
should check? The mail server  
(mail1.mydomain.net) is resolvable from  
the  
ISA server. Note that the internal domain  
root is different from the  
inside  
to the outside. inside the network it is  
mydomain.net and outside it  
is  
mydomain.com. therefore, from the outside  
you enter owa.mydomain.com  
to  
access the exchange server.

--  
Steve Halvorson  
Preferred Credit, Inc

""Ken Zhao [MSFT]"" wrote:

Hi Steve,

I am just writing to see how  
everything is going. If you  
have any  
updates  
or need any further  
assistance on this issue,  
please feel free to let  
me  
know.

Thanks & Regards,

Ken Zhao

Microsoft Online Support  
Microsoft Global Technical  
Support Center

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<<http://www.microsoft.com/security>>

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your newsreader  
so  
that others may learn and

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benefit from your issue.

=====  
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and confers no  
rights.

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| X-Tomcat-ID: 85318082  
| References:  
<CFED25E2-FBDB-4C58-A312-7D782F0AC75C@xxxxxxxxxxxxxx>  
<PkhsYvLWIHA.6404@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<5CF15DDA-CBA6-4EDF-9724-5418F012EE63@xxxxxxxxxxxxxx>  
<OTg40cpWIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain  
|  
Content-Transfer-Encoding:  
7bit  
| From:  
v-kzhao@xxxxxxxxxxxxxxxxxxxxxx  
("Ken Zhao [MSFT]")  
| Organization: Microsoft  
| Date: Mon, 21 Jan 2008  
09:05:47 GMT  
| Subject: RE: OWA 403  
access denied error  
| X-Tomcat-NG:  
microsoft.public.isa  
| Message-ID:  
<oYC5WzAXIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups:  
microsoft.public.isa  
| Lines: 202  
| Path:  
TK2MSFTNGHUB02.phx.gbl  
| Xref:  
TK2MSFTNGHUB02.phx.gbl  
microsoft.public.isa:5577  
| NNTP-Posting-Host:  
tomcatimport2.phx.gbl  
10.201.218.182  
|  
| Hi Steve,  
|  
| I have checked your  
information but I cannot see  
the exact error

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screenshot  
| of the OWA 403 error. Can  
you attach it?  
|  
| From your BPA report, I  
see the error  
description: "The  
connectivity  
| verifier "OWA" reported  
an error when trying to  
connect to  
<http://xxx.xxx>.  
| Reason: Can't resolve the  
server name.  
↓  
| Can you help us confirm if  
your DNS server is working  
fine in the  
network?  
↓  
| Thanks & Regards.  
↓  
| Ken Zhao  
↓  
| Microsoft Online Support  
| Microsoft Global  
Technical Support Center  
↓  
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<<http://www.microsoft.com/security>>  
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Re: OWA 403 access denied error

|| X-Tomcat-ID: 8001983

|| References:

<CFED25E2-FBDB-4C58-A312-7D782F0AC75C@xxxxxxxxxxxxxxxx>

↓

<PkhsYvLWIHA.6404@xxxxxxxxxxxxxxxxxxxxxxxx>

↓

<5CF15DDA-CBA6-4EDF-9724-5418F012EE63@xxxxxxxxxxxxxxxx>

|| MIME-Version: 1.0

|| Content-Type: text/plain

||

Content-Transfer-Encoding:

7bit

|| From:

v-kzhao@xxxxxxxxxxxxxxxxxxxxxxxx

("Ken Zhao [MSFT]")

|| Organization: Microsoft

|| Date: Fri, 18 Jan 2008

08:46:38 GMT

|| Subject: RE: OWA 403

access denied error

|| X-Tomcat-NG:

microsoft.public.isa

|| Message-ID:

<OTg40cpWIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>

|| Newsgroups:

microsoft.public.isa

|| Lines: 151

|| Path:

TK2MSFTNGHUB02.phx.gbl

|| Xref:

TK2MSFTNGHUB02.phx.gbl

microsoft.public.isa:5567

|| NNTP-Posting-Host:

TOMCATIMPORT3

10.201.220.210

||

|| Hi Steve,

||

|| I have received your info

and it need some time to

research them.

I

|| appreciate your patience.

|| Thanks & Regards,

||

|| Ken Zhao

||

|| Microsoft Online Support

|| Microsoft Global

Technical Support Center

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||

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so

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no

rights.

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||| Thread-Topic: OWA 403 access denied error

||| thread-index:

[AchZKAcY4Uu+6tExQSeRIjLAMluCkA==](#)

|||

X-WBNR-Posting-Host: 207.46.19.168

||| From:

=?Utf-8?B?U3RldmUgSGFsdm9yc29u?=>

<steveh@xxxxxxxxxxxxxxxx>

||| References:

<CFED25E2-FBDB-4C58-A312-7D782F0AC75C@xxxxxxxxxxxxxxxx>

||

<PkhsYvLWIHA.6404@xxxxxxxxxxxxxxxxxxxxxxxx>

||| Subject: RE: OWA 403 access denied error

||| Date: Thu, 17 Jan 2008 08:43:03 -0800

||| Lines: 119

||| Message-ID:

<5CF15DDA-CBA6-4EDF-9724-5418F012EE63@xxxxxxxxxxxxxxxx>

||| MIME-Version: 1.0

||| Content-Type:

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text/plain:  
||| charset="Utf-8"  
|||  
Content-Transfer-Encoding:  
8bit  
||| X-Newsreader:  
Microsoft CDO for  
Windows 2000  
||| Content-Class:  
urn:content-classes:message  
||| Importance: normal  
||| Priority: normal  
||| X-MimeOLE: Produced  
By Microsoft MimeOLE  
V6.00.3790.2992  
||| Newsgroups:  
microsoft.public.isa  
||| Path:  
TK2MSFTNGHUB02.phx.gbl  
||| Xref:  
TK2MSFTNGHUB02.phx.gbl  
microsoft.public.isa:5557  
||| NNTP-Posting-Host:  
tk2msftibfm01.phx.gbl  
10.40.244.149  
||| X-Tomcat-NG:  
microsoft.public.isa  
|||  
||| I'll gather the info and  
send it to you. Just for  
clarification.  
there  
|| is no  
||| error message when  
publishing the OWA rule.  
|||  
||| Thanks  
||| --  
||| Steve Halvorson  
||| Preferred Credit, Inc  
|||  
|||  
||| ""Ken Zhao [MSFT]""  
wrote:  
|||  
||| > Hello Steve.  
||| >  
||| > Thank you for using  
newsgroup!  
||| >

Re: OWA 403 access denied error

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