

## RE: Outlook RPC over HTTP deosn't work

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg02156.html>

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- *From:* [v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx) ("Nathan Liu [MSFT]")
  - *Date:* Mon, 08 Aug 2005 02:59:21 GMT
- 

Hello John,

Thank you for posting in the SBS newsgroup.

According to your description, I understand that it doesn't work when you try to use RPC over HTTP to connect the Exchange Server. If I have misunderstood your concern, please don't hesitate to let me know.

To narrow down this issue, please answer and perform the below questions and steps:

I. What SBS is running on the problematic Server? How many NIC installed on your SBS server. Is ISA also installed?

II. Is there any software firewall enabled on the SBS server? Generally, for RPC over HTTP, we just need to open the incoming TCP port 80 and 443 on the hardware firewall. As you mentioned, I am just NATing port 443 and no other, please also open the incoming TCP port 80 and 443 on the hardware firewall, and then try again.

III. Please re-run the CEICW and re-create a certificate to try again.

IV. Please do a screen capture of this issue, and attach it in your reply.

V. Additionally, I suggest you go through the steps below to make sure you have configured "RPC over HTTP" correctly in SBS 2003:

1. Ensure that the following requirements have been met on the client computer

1) Verify that the computer is running Microsoft Windows XP Service Pack 1 or later.

2) Verify that Windows update Q331320 is installed on the computer (not required if you are running Windows XP Service Pack 2 or later):

<http://www.microsoft.com/downloads/details.aspx?FamilyId=8670CFF6-3D95-496E-8DF4-13D8F38715FA&displaylang=en>.

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- 3) Verify that the computer is running Outlook 2003 or later
2. Verify that the computer trusts the certificate used by the server
  - 1) Open Internet Explorer, and then in the address bar type:  
<https://publishing.yourdomain.local/remote>
  - 2) If the certificate is trusted, a certificate warning does not appear. In this case, continue with step 1 under Ensure that you have an Outlook profile configured for the server.
  - 3) If the certificate is not trusted, a warning appears. Click View Certificate, click Install Certificate, and then follow the instructions.
3. Ensure that you have an Outlook profile configured for the server
  - 1) Click Start, and then click Control Panel.
    - If you are viewing Control Panel in the default Category view, switch to Classic view, and then double-click Mail.
    - If you are viewing Control Panel in Classic view, double-click Mail.
  - 2) In the Mail Setup dialog box, click Show Profiles. If your profile appears in the list, select your profile, click Properties, click E-mail Accounts, select View or change existing e-mail accounts, and then click Next. If your profile does not appear, open Outlook and follow the instructions to create a profile before proceeding.
    - If Microsoft Exchange Server does not appear in the list, the existing profile is not associated with a Microsoft Exchange Server e-mail account. Click Cancel, and then click Close. Continue with step 3 to add a profile.
    - If there is an existing Microsoft Exchange Server profile, continue with step 3 under Configure the computer for RPC over HTTP.
  - 3) Click Add. The New Profile dialog box appears.
  - 4) In the Profile Name box, type a name for the new profile, and then click OK. The E-mail Accounts dialog box appears.
  - 5) Under E-mail, select Add a new e-mail account, and then click Next. The Server Type dialog box appears.
  - 6) Click Microsoft Exchange Server, and then click Next.
  - 7) Continue with step 4 under Configure the computer for RPC over HTTP.
4. Configure the computer for RPC over HTTP
  - 1) Click Start, and then click Control Panel.

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- If you are viewing Control Panel in the default Category view, switch to Classic view, and then double-click Mail.
- If you are viewing Control Panel in Classic view, double-click Mail.

2) In the Mail Setup dialog box, click E-mail accounts, click View or change existing e-mail accounts, and then click Next.

3) In the E-mail accounts dialog box, click Microsoft Exchange Server, and then click Change.

4) In the Microsoft Exchange Server box, type the local name of the Exchange server: publishing.yourdomain.local

NOTE: In SBS 2003 Standard Edition, we use ServerName.yourdomain.local at this step.

5) In the User Name box, type the user name that you use to log on to the Remote Web Workplace. Do not click Check Name.

6) In the Exchange Server settings page, click More Settings.

7) On the Connection tab, under Exchange over the Internet, select Connect to my Exchange mailbox using HTTP, and then click Exchange Proxy Settings. The Exchange Proxy Settings dialog box appears.

8) Under Use this URL to connect to my proxy server for Exchange, type the following URL: publishing.yourdomain.local

9) Select Connect using SSL only, and then select Mutually authenticate the session when connecting with SSL.

10) In the Principal name for proxy server box, type the following text: msstd:publishing.yourdomain.local

11) Select On slow networks, connect using HTTP first, then connect using TCP/IP.

12) Under Proxy authentication settings, select Basic Authentication.

13) Click OK, and then click OK again. Click Next, and then click Finish. Click Close.

14) In the Mail dialog box, if Always use this profile is selected, choose the newly configured profile.

15) Open Outlook and type your Windows Small Business Server user name (in the format yourdomain.local\user name) and password. You can now work with your Outlook mailbox.

I am appreciated your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

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Best regards,

Nathan Liu (MSFT)  
Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:  
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====  
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-----  
>Thread-Topic: Outlook RPC over HTTP deosn't work  
>thread-index: AcWZu8OLu92mWBJRQO2AMJxtsvXS6g==  
>X-WBNR-Posting-Host: 62.38.218.106  
>From: =?Utf-8?B?am9tZXNz?= <jomess@xxxxxxxxxxxxxxxxxxxxxxxx>  
>References: <2FD717CC-D301-49FD-90A2-79440BF9D862@xxxxxxxxxxxx>  
<q7kaVWphFHA.944@xxxxxxxxxxxxxxxxxxxx>  
>Subject: RE: Outlook RPC over HTTP deosn't work  
>Date: Fri, 5 Aug 2005 05:46:56 -0700  
>Lines: 175  
>Message-ID: <0356A815-C836-4CD7-B3F5-9650698D0F1E@xxxxxxxxxxxx>  
>MIME-Version: 1.0  
>Content-Type: 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

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>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
>Newsgroups: microsoft.public.windows.server.sbs  
>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:141812  
>X-Tomcat-NG: microsoft.public.windows.server.sbs

>  
>Dear Nathan,

>  
>I'm also trying to setup RPC over HTTPS and for some reason it does not  
>work. I have followed your instructions below and on step 2  
(troubleshooting  
>RPC over HHTTP) when I try it I get the .NET password prompt screen!

>  
>Apart from that, everything seems normal. The certificate I assume is  
>correct since I am not asked for confirmation when I go to  
<https://FODN/remote>

>  
>Please note that I am just NATing port 443 and no other.

>  
>I started also with outlook /rpc switch and the status screen says "Mail "  
>"Connecting"

>  
>Any suggestions please?

>  
>John

>  
>"Nathan Liu [MSFT]" wrote:

>  
>> Hello Lily,

>>  
>> Thank you for posting in the SBS newsgroup.

>>  
>> According to your description, I understand that you received the error  
>> message "The connection to the Microsoft Exchange Erver is  
unavailable&A;A;"

>> when you try to use RPC over HTTP to connect the Exchange Server. If I  
have

>> misunderstood your concern, please don't hesitate to let me know.

>>  
>> 1. In SBS 2003, we don't have to manually configure RPC over HTTP. We  
can

>> follow the steps below to enable RPC over HTTP:

>>  
>> A. Make sure you have enabled "Outlook over the Internet" and "Remote  
Web

>> Workplace" in the CEICW (Configure E-mail and Internet Connection  
wizard),

>> then you will logon to the Remote Web Workplace  
(<https://serverfqdn/remote>)

>> as a user from the remote client and look at the link for "Configure

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>> Outlook via the Internet". You can see it from the server by going into  
>> <https://localhost/remote>. If the option is not displayed, then the  
feature  
>> is not configured on the server.  
>>  
>> B. Click "Configure Outlook via the Internet" and then the Web page  
"Using  
>> Outlook via the Internet" will appear which has pretty much a step by  
step  
>> list of instructions. If it tells you to use "server.domain.local", use  
>> that. If it tells you to use "server.domain.com", use that. Follow the  
>> steps exactly.  
>>  
>> References:  
>>  
>> 825763 How to configure Internet access in Windows Small Business Server  
>> 2003  
>> <http://support.microsoft.com/?id=825763>  
>>  
>> Windows Small Business Server 2003 Getting Started Guide  
>> Appendix C – Network Configuration Settings  
>>  
>> [http://www.microsoft.com/technet/prodtechnol/sbs/2003/plan/gsg/appx\\_c.mspx](http://www.microsoft.com/technet/prodtechnol/sbs/2003/plan/gsg/appx_c.mspx)  
>>  
>> 2. To troubleshooting RPC over HTTP related issue:  
>>  
>> A. From the Internet client, browse to <https://FQDN/rpc>. In order for  
RPC  
>> over HTTP to work, you must be able to browse to this URL without  
getting a  
>> popup warning about the certificate. You will receive the following  
error  
>> on the page:  
>>  
>> The page cannot be displayed  
>> HTTP Error 403.2 – Forbidden: Read access is denied.  
>> Internet Information Services (IIS)  
>>  
>> This is normal. The idea is to be able to get to that page without  
getting  
>> the popup warning about the certificate.  
>>  
>> B. If URLScan is installed on the SBS server, in some configurations, it  
is  
>> necessary to make the following changes in urlscan.ini in order for RPC  
>> over HTTP to work:  
>>  
>> [RequestLimits]  
>> ; The entries in this section impose limits on the length  
>> ; of allowed parts of requests reaching the server.  
>> MaxAllowedContentLength=2000000000

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>> MaxUrl=16384  
>> MaxQueryString=4096  
>>  
>> In addition, you need to add the following verbs to the Allow Verbs:  
>>  
>> RPC\_IN\_DATA  
>> RPC\_OUT\_DATA  
>>  
>> After editing the ini file, restart IIS Admin Service and Microsoft ISA  
>> Server Control services.  
>>  
>> Reference:  
>>  
>> 823175 Fine-tuning and known issues when you use the Urlscan utility in  
an  
>> Exchange 2003 environment  
>> <http://support.microsoft.com/?id=823175>  
>>  
>> 3. Start outlook with the /rpcdiag switch, does that provide any  
direction?  
>>  
>> 4. On the SBS server, verify if it trusts the certificate:  
>>  
>> A. Open Internet Explorer, and then in the address bar type:  
>> <https://publishing.yourdomain.local/remote>  
>>  
>> B. If the certificate is not trusted, a warning popup appears. Click  
View  
>> Certificate, click Install Certificate, and then follow the instructions.  
>>  
>> 5. On the SBS server, open IIS Manager, expand your server\Web Service  
>> Extensions, is RPC Proxy Server Extension allowed? If so, double-click  
it,  
>> check if it is using "C:\WINDOWS\system32\rpcproxy\rpcproxy.dll". If it  
is  
>> using "C:\WINDOWS\system32\rpcproxy.dll", remove it and add  
>> "C:\WINDOWS\system32\rpcproxy\rpcproxy.dll" on the Required Files tab.  
Run  
>> "iisreset" and see how it goes.  
>>  
>> 6. How many NIC installed on your SBS server. Is ISA also installed? Is  
>> there any software firewall enabled on the SBS server? Generally, for  
RPC  
>> over HTTP, we just need to open the incoming TCP port 80 and 443 on the  
>> hardware firewall.  
>>  
>> 7. Please do a screen capture of this issue on the Outlook client, and  
then  
>> attach it in your reply.  
>>  
>> I am appreciated your time and cooperation. If anything is unclear,

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please

>> feel free to let me know. I am looking forward to hearing from you.

>>

>> Best regards,

>>

>> Nathan Liu (MSFT)

>> Microsoft CSS Online Newsgroup Support

>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

>> =====

>> When responding to posts, please "Reply to Group" via your newsreader so

>> that others may learn and benefit from your issue.

>> =====

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>> -----

>> >Thread-Topic: Outlook RPC over HTTP deosn't work

>> >thread-index: AcWFxQ2Hc31WhoftSi61Vr9ffXKqNQ==

>> >X-WBNR-Posting-Host: 203.25.66.146

>> >From: "=?Utf-8?B?TGlseQ==?" <Lily@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>> >Subject: Outlook RPC over HTTP deosn't work

>> >Date: Sun, 10 Jul 2005 20:03:03 -0700

>> >Lines: 13

>> >Message-ID: <2FD717CC-D301-49FD-90A2-79440BF9D862@xxxxxxxxxxxx>

>> >MIME-Version: 1.0

>> >Content-Type: text/plain;

>> > charset="Utf-8"

>> >Content-Transfer-Encoding: 7bit

>> >X-Newsreader: Microsoft CDO for Windows 2000

>> >Content-Class: urn:content-classes:message

>> >Importance: normal

>> >Priority: normal

>> >X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0

>> >Newsgroups: microsoft.public.windows.server.sbs

>> >NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250

>> >Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl

>> >Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:134554

>> >X-Tomcat-NG: microsoft.public.windows.server.sbs

>> >

>> >Hi!

>> >I enabled Outlook RPC over HTTP on SBS 03 server, and followed the

>> >instructions to configure Outlook 03.

>> >But now Outlok can't connect anymore, at all. When it starts – comes

up

>> >with a message:

>> >'The connection to the Microsoft Exchange Erver is unavailable.Outlook

>> must

>> >'be online or connected to complete this action.' and then:

>> >'Unable to open your default email folders. The information store could

be

>> >opened.'

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>> >  
>> >Please help!  
>> >--  
>> >Thanks, Lily!  
>> >  
>>  
>>  
>>  
>

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• **References:**

◆ **[RE: Outlook RPC over HTTP deosn't work](#)**

◇ *From:* jomess

- Prev by Date: **[RE: ISA2004](#)**
- Next by Date: **[Re: ISA 2000: Can't uninstall, no Add/Remove entry](#)**
- Previous by thread: **[RE: Outlook RPC over HTTP deosn't work](#)**
- Next by thread: **[Certificate Server – necessary?](#)**
- Index(es):
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