

Re: OWA Authentication Problem With SBS 2003

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg03402.html>

- *From:* "DesertTroll" <delmonik@xxxxxxxxxx>
 - *Date:* 11 Aug 2005 19:39:16 -0700
-

Hello Nathan,

Thanks for your help. I was able to log in after disabling the form based authentication. Is there a fix to enable this feature to work? I downloaded the "831464 FIX: IIS 6.0 Compression Corruption Causes Access Violations" and it told me that my version was newer and wouldn't install. I am running SBS 2003 SP1 with Exchange 2003 SP1. I answered your questions below as well.

Thanks again for your help.

"Nathan Liu [MSFT]" wrote:

> Hello Delmonik,

>

> Thank you for posting in the SBS newsgroup.

>

> According to your description, I understand that you cannot access the OWA
> on the SBS 2003 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:

>

> 1. Does this issue occurs on all users or certain users? Can you access
> the OWA from SBS 2003 Server itself, one of internal clients or Internet?

> answer: all users

> 2. Were the users created via the Add User Wizard? Add the users to the
> Administrators group, does the issue still occur?

> answer: both and neither worked

> 3. Is OWA enabled for the users? To verify this, go to Server Management,
> Users, User Properties, Exchange Features and OWA under Protocols.

> answer: yes

> 4. Please re-run the CEICW (Configure Email and Internet Connection
> Wizard), This wizard is specially designed for SBS and helps you configure
> the internet access, firewall and email settings of the server, it will
> configure the correct Authentication type for OWA. To do so, please perform
> the below steps:

> answer: didn't do this one. was worried about the impact on isa configuration

> a. On the SBS 2003 Server open the Server Management console. Go to
> Standard Management\To Do List.

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- >
- > b. Click the "Connect to the Internet" link.
- >
- > c. Choose not to change the connection type and click Next. On the
- > Firewall page, select "Enable firewall" and click Next (I suppose you have
- > 2 network adapters in SBS 2003 and if you only have 1 network adapter you
- > will not see the firewall page and you can go to step 6).
- >
- > d. On the "Services Configuration" page, select E-mail and other
- > appropriate items and then click Next.
- >
- > e. On the "Web Services Configuration" page, select "Outlook Web Access"
- > and other web sites that you want to publish to the Internet. Click Next.
- >
- > f. On the "Web Server Certificate" page, choose to create a new Web
- > server certificate and then type the public FQDN that you will use to
- > access your server (for example, www.mydomain.com). If the www.mydomain.com
- > certificate was requested from a third party commercial CA, you can choose
- > "Use a Web server certificate from a trusted authority" and then import the
- > certificate.
- >
- > g. Go through the remaining steps. Then check if the issue disappears.
- >
- > 5. If the issue persists, please disable Forms Based Authentication, does
- > OWA works internally?
- > answer: did this and it worked
- > To disable Exchange Forms Based Authentication:
- >
- > a. Open Exchange System Manager.
- > b. Expand Server, <server name>, Protocols, HTTP
- > d. Right-click Exchange Virtual Server, Properties. Settings tab.
- > e. Uncheck Enable Forms Based Authentication. Click OK.
- > f. Go to a command prompt, type "iisreset" and press ENTER.
- >
- > 6. Do you have Exchange 2003 SP1 installed? If so, do you have 831464
- > installed? After it is installed, make sure you clear %windir%\IIS
- > Temporary Compressed Files, IE cache as well as ISA cache if you are using
- > SBS 2003 premium.
- >
- > Detailed steps:
- >
- > 1). Download and apply the 831464 update:
- > answer: this patch didn't apply to my installation and didn't run
- > 831464 FIX: IIS 6.0 Compression Corruption Causes Access Violations
- > <http://support.microsoft.com/?id=831464>
- >
- > 2). Clear the cached, compressed copy of the affected files on the SBS
- > server:
- >
- > a. Clear the IIS server files:
- >

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- > *. Go to your %windows%\IIS Temporary Compressed Files directory
- > *. Select all of the content in this directory and delete it.
- >
- > b. Go to a command prompt, type "iisreset".
- >
- > 3). If you have ISA installed on the SBS server, take the following steps
- > to clear the ISA cache.
- >
- > A. Stop the Web Proxy service.
- > B. Locate the Urlcache folder.
- > C. From the multiple files in this folder, locate the *.cdat file in this
- > folder.
- > D. Delete the *.cdat file.
- > E. Start the Web Proxy service.
- >
- > Related Knowledge Base article:
- >
- > 301471 How to Delete the Web Cache on Internet Security and Acceleration
- > Server
- > <http://support.microsoft.com/?id=301471>
- >
- > 4). You should also delete the cached files on the client to make sure that
- > the corrupted files from the cache are not used. To do so, follow these
- > steps:
- >
- > A. In Internet Explorer, click Internet Options on the Tools menu .
- > B. Click the General tab, and then click Delete Files.
- > C. Click OK.
- >
- > More information:
- >
- > 825763 How to configure Internet access in Windows Small Business Server
- > 2003
- > <http://support.microsoft.com/?id=825763>
- >
- > 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.
- >
- > Best regards,
- >
- > Nathan Liu (MSFT)
- > Microsoft CSS Online Newsgroup Support
- >
- > Get Secure! – 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>
- >

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> 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
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>
> 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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>
> -----
>>From: "Delmonik Contee" <delmonik@xxxxxxxxxx>
>>Newsgroups: microsoft.public.windows.server.sbs
>>Subject: OWA Authentication Problem With SBS 2003
>>Date: 10 Aug 2005 13:07:59 -0700
>>Organization: <http://groups.google.com>
>>Lines: 9
>>Message-ID: <1123704479.664428.101210@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>>NNTP-Posting-Host: 68.50.180.232
>>Mime-Version: 1.0
>>Content-Type: text/plain; charset="iso-8859-1"
>>X-Trace: posting.google.com 1123704485 20930 127.0.0.1 (10 Aug 2005
> 20:08:05 GMT)
>>X-Complaints-To: groups-abuse@xxxxxxxxxx
>>NNTP-Posting-Date: Wed, 10 Aug 2005 20:08:05 +0000 (UTC)
>>User-Agent: G2/0.2
>>Complaints-To: groups-abuse@xxxxxxxxxx
>>Injection-Info: g49g2000cwa.googlegroups.com; posting-host=68.50.180.232;
>> posting-account=jtn6Kw0AAADd0aGtBLhTnDIzSDvaOrCk
>>Path:
> TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-onli
> ne.de!news.glorb.com!postnews.google.com!g49g2000cwa.googlegroups.com!not-fo
> r-mail
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:143170
>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>
>>Hello,
>> I did a new installation of SBS 2003 and so far I've never been
>> able to get OWA to allow me to log in. The Welcome page opens, but when
>> I enter login info in the form of domain\userid or userid, nothing
>> happens after I hit ENTER. No error message or anything. The
>> authentication on the exchange virtual directory in IIS is set to
>> Windows Authentication. Anyone have any ideas as to what the problem

>>might be?

>>

>>

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• ***Follow-Ups:***

- ◆ ***Re: OWA Authentication Problem With SBS 2003***

◇ *From:* "Nathan Liu [MSFT]"

• ***References:***

- ◆ ***OWA Authentication Problem With SBS 2003***

◇ *From:* Delmonik Contee

- ◆ ***RE: OWA Authentication Problem With SBS 2003***

◇ *From:* "Nathan Liu [MSFT]"

- Prev by Date: ***Re: System Event Log Corrupt***

- Next by Date: ***Help! I'm new and have many questions!***

- Previous by thread: ***RE: OWA Authentication Problem With SBS 2003***

- Next by thread: ***Re: OWA Authentication Problem With SBS 2003***

- Index(es):

- ◆ ***Date***

- ◆ ***Thread***