

RE: OWA doesn't display sent items

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg08405.html>

- *From:* v-branee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Tue, 30 Aug 2005 10:54:29 GMT
-

Hello Gpm25,

Thank you for posting back!

I am glad to hear that the information helps and thing is working on your side now. If you need any assistance in the future, please feel free to post back to this great Newsgroup. We are glad to be working with you again!

Best regards,

Brandy Nee

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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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.

RE: OWA doesn't display sent items

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>Thread-Topic: OWA doesn't display sent items
>thread-index: AcWtDltG5uMqN7zvRAKZrxd2hRyZLA==
>X-WBNR-Posting-Host: 132.181.251.122
>From: "?Utf-8?B?Z3BtMjU=?=" <gpm25@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>References: <FD20F824-4750-4418-B4B5-6D301AD6DF72@xxxxxxxxxxxx>
<iViT6hQrFHA.472@xxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: RE: OWA doesn't display sent items
>Date: Mon, 29 Aug 2005 19:56:02 -0700
>Lines: 210
>Message-ID: <E8933A9E-225B-4921-BBBE-1B8511D029AE@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:148983
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Thanks Brandy have flushed the IIS server file store and that has resolved
>the matter, thanks a heap, really appreciate it.
>
>Cheers Gerard
>
>""Brandy Nee [MSFT]"" wrote:
>
>> Hello Gpm25,
>>
>> Thank you for posting to the SBS Newsgroup.
>>
>> According to your description, I understand that the Send Items box in
>> Outlook keeps displaying Loading. If I have misunderstood your concern,
>> please let me know.
>>
>> Please read through my following information first and then perform the
>> steps:
>>
>> Based on my experience, this issue can occur if you have URLSCAN
installed

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>> (it will also be installed if you install ISA 2000 FP1). I suggest you
>> disable it and check if the issue disappears. To do so, see:
>>
>>
>> [http://www.microsoft.com/technet/treeview/default.asp?url=/technet/proddocs/
>> en-us/urlscan/html/vp_urlhow.asp](http://www.microsoft.com/technet/treeview/default.asp?url=/technet/proddocs/en-us/urlscan/html/vp_urlhow.asp)
>>
>> If the issue disappears after disabling URLScan, you need to correctly
>> configure it. You should refer to the following KB article to configure
>> it:
>>
>> 823175 Fine-tuning and known issues when you use the Urlscan utility in
>> an
>> <http://support.microsoft.com/?id=823175>
>>
>> You could also uninstall URLSCAN from Add or Remove Programs and check
>> if
>> the issue disappears. If the issue still occurs, I suggest you perform
>> the
>> following suggestions:
>>
>> A. Clear the server and client cache.
>> -----
>> At the server side:
>>
>> 1. Apply 831464 hot fix (do not install it if you have Exchange Server
>> 2003
>> SP1 installed):
>>
>>
>> [http://www.microsoft.com/downloads/details.aspx?amp:amp:displaylang=en&famil
>> yid=0BC9B5BC-A094-49BF-89A5-C8A2D32345A2&displaylang=en](http://www.microsoft.com/downloads/details.aspx?amp:amp:displaylang=en&familyid=0BC9B5BC-A094-49BF-89A5-C8A2D32345A2&displaylang=en)
>>
>> 2. Clear the IIS server files follow these steps:
>>
>> a. Go to your %windows%\IIS Temporary Compressed Files directory
>> b. Select all of the content in this directory and delete it.
>>
>> 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.
>>
>> 3. Go to a command prompt, run "iisreset".

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>>
>> At the client side:
>>
>> 1. Go to Tools -> Internet Options
>>
>> 2. Select Delete Files, check "Delete all offline files" and click OK to
>> confirm that you want to delete the content.
>>
>> 3. Check if the issue disappears.
>>
>> B. Check if you have TrendMicro OfficeScan installed.
>> -----
>> This issue can also occur if you have TrendMicro OfficeScan installed.
To
>> resolve this issue, please uninstall OfficeScan and reinstall it with
the
>> help of the TrendMicro support. For more information, see Solution 18148
in
>> the Trend Micro Knowledge Base at the following URL:
>>
>> <http://kb.trendmicro.com/solutions/solutionDetail.asp?solutionID=18148>
>>
>> As a workaround, you can remove the OfficeScan MIME Types value from the
>> Default Web Site and from the Exchange virtual directories. Use the
>> following steps to remove this MIME Types value:
>>
>> 1. Open Internet Information Service (IIS) Manager.
>>
>> 2. Expand the server and then expand the Web Sites folder.
>>
>> 3. Right-click the Default Web Site, and then click Properties.
>>
>> 4. Select the HTTP Headers tab.
>>
>> 5. Click MIME Types.
>>
>> 6. Select the ".* application/octet-stream" entry and click Remove.
>>
>> 7. Click Yes to confirm, and then click OK two times.
>>
>> 8. In the Inheritance Overrides dialog box, select Exadmin, Exchange,
>> exchange-oma, OMA, and Public (hold down the Ctrl key while clicking to
>> select multiple), and then click OK.
>>
>> 9. Right-click Default Web Site, and then click Stop.
>>
>> 10. Right-click Default Web Site, and then click Start.
>>
>> 11. Run the "iisreset" command.
>>
>> After you remove and reinstall OfficeScan or remove the OfficeScan,

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delete

>> the Internet Explorer temporary Internet files on the client computer
>> before using OWA again. If clearing the temporary Internet files does
not
>> resolve the problem on the affected client computers, completely remove
>> Internet cache files, and enable the Internet Explorer option to check
for
>> newer versions of stored pages on every visit. To do so, follow these
steps:
>>
>> 1. Close all instances of Internet Explorer.
>>
>> 2. Open Internet Properties in Control Panel.
>>
>> 3. Click the General tab.
>>
>> 4. Click Delete cookies, and then click OK when prompted to confirm.
>>
>> 5. Click Delete Files, click the check box to "Delete all offline
content"
>> when prompted, and then click OK.
>>
>> 6. Click Settings, and then click "Every visit to the page" under "Check
>> for newer versions of stored pages."
>>
>> 7. Click OK two times.
>>
>> If the issue persists, please help to gather the following information
for
>> further research:
>>
>> a. Does this issue happen to some clients or all of them?
>>
>> b. Try to use another client workstation, will this issue occur?
>>
>> Please take your time to perform my steps. If anything is unclear,
please
>> feel free to let me know. I am looking forward to hearing from you soon!
>>
>> Best regards,
>>
>> Brandy Nee
>>
>> Microsoft CSS Online Newsgroup Support
>>
>> Get Secure! – www.microsoft.com/security
>> =====
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>> -----

>> >Thread-Topic: OWA doesn't display sent items

>> >thread-index: AcWsdPfglMuPmjfwQ4S7C1aPEmMTFw==

>> >X-WBNR-Posting-Host: 222.152.58.193

>> >From: "=?Utf-8?B?Z3BtMjU=?" <gpm25@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>> >Subject: OWA doesn't display sent items

>> >Date: Mon, 29 Aug 2005 01:38:02 -0700

>> >Lines: 6

>> >Message-ID: <FD20F824-4750-4418-B4B5-6D301AD6DF72@xxxxxxxxxxxxxx>

>> >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

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