

RE: Outlook Web Access loses bits

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg01821.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Thu, 17 Nov 2005 11:09:04 GMT
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Hi Jim,

Thanks for the email.

1. As you mentioned "When you using the <http://195.172.215.130/exchange> to access the OWA, choose "Premium" or "Basic" check box in the OWA logon page. All I get is this dialog; no sign of a checkbox (!)", please understand it is expected behavior, please input your user name and password to logon to the OWA.

2. As you mentioned, the option "Do Not Change Connection Type" is grayed out, can I assume you haven't ever run the CEICW? If so, please strictly follow the following article to run the CEICW:

I would like you to be familiar with CEICW (Configure Email and Internet Connection Wizard) first. This wizard is specially designed for SBS and helps you configure the internet access, firewall and email settings of the server. More information:

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

How to configure the server for Internet access [Author Mari?tte Knap]

<http://www.smallbizserver.net/Default.aspx?tabid=185>

3. If the issue persists, please help me collect the following information:

a. Please run 'eventvwr.exe' (without the quotation marks) on the command prompt on the SBS 2003 Server, and check if there are any error messages about this issue, then paste the full context in your reply.

b. Send the most recent IIS log files to me for analysis. To do so, please reproduce this issue again, and then go to C:\WINDOWS\system32\LogFiles, compress the W3SVC1 folder and send the zip file to me.

NOTE: This response contains a reference to a third party World Wide Web site. Microsoft is providing this information as a convenience to you.

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I appreciate 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

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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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- *Follow-Ups:*
 - ◆ **RE: Outlook Web Access loses bits**
◇ From: "Nathan Liu [MSFT]"
 - *References:*
 - ◆ **Outlook Web Access loses bits**

RE: Outlook Web Access loses bits

◇ *From:* Jim McDonald

◆ ***RE: Outlook Web Access loses bits***

◇ *From:* "Nathan Liu [MSFT]"

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