

RE: OWA problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg02030.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Fri, 18 Nov 2005 06:44:48 GMT
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Hi Dave,

Thanks for using the SBS newsgroup!

For your description, I understand that the issue is: OWA users can not access mails and got http 405 error; and users can not use outlook to read mail. If I am off base, please don't hesitate to let me know.

Based on my research, this issue may related to the compression setting on Exchange 2003. I therefore suggest that you disable the compression. Exchange OWA compression settings used to reduce network bandwidth. To do so:

1. Start Exchange System Manager.
2. Expand and navigate to Protocols/HTTP (Administrative Groups -> Servers -> yourservername -> Protocols -> HTTP).
3. Highlight Exchange Virtual Server, and open its Properties.
4. On the Settings tab, set the compression level to "None". If you have not enabled the Forms Based Authentication, the option is grey.
5. Restart the following services:

- Microsoft Exchange System Attendant service
- IIS Admin Service

And then try to test again to see if the issue be fixed.

If the issue persists, the issue should be caused by IIS 6.0 compression corruption, please refer to the following KB article to get hotfix to try to resolve the issue:

FIX: IIS 6.0 compression corruption causes access violations
<http://support.microsoft.com/default.aspx?scid=KB;EN-US;831464>

*Note: You must restart your computer after you apply this hotfix.

If you cannot install this hotfix immediately, you may be able to temporarily work around this problem by deleting the cached, compressed copy of the affected file or files on the IIS server. By default, the

RE: OWA problems

compressed file is located the following folder:

%windir%\IIS Temporary Compressed Files

This temporary directory location can be changed in the IIS Manager on the Service tab in the Web Sites property sheet.

To delete the cached files on the server, follow these steps:

1. Open the IIS Temporary Compressed Files folder.

The default path is %windows%\IIS Temporary Compressed Files.

2. Delete all the files in this folder.
3. At a command prompt, enter IISReset to restart all IIS services.

You may also have to delete the cached files on the client to make sure that the corrupted files from the cache are not used. To do this, follow these steps:

1. In Internet Explorer, click Internet Options on the Tools menu.
2. Click the General tab, and then click Delete Files.
3. Click OK.

If you are experiencing the symptoms described in the Symptoms section and you have already installed Microsoft Windows Server 2003 Service Pack1 (SP1), or if you continue to experience the problem the symptoms described in the Symptoms section after you apply the recommended pre-SP1 hotfix as an additional action, delete all the files in the %windir%\IIS Temporary compressed files folder as above steps.

I appreciate your time. I am happy to be assistance of you and look forward to your reply!

Have a nice day!

Sincerely,

Jenny Wu
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

RE: OWA problems

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: "Dave Taylor" <noemail@xxxxxxxx>
>Subject: OWA problems
>Date: Thu, 17 Nov 2005 15:23:07 -0000
>Lines: 17
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.2900.2527
>X-RFC2646: Format=Flowed; Original
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2527
>Message-ID: <upPLRr46FHA.1184@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: 62-249-222-130.no-dns-yet.enta.net 62.249.222.130
>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:223221
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>all,
>
>we have a client that has got a problem with emails. They are unable to
>view the emails either via owa or outlook. When we go through owa we get
>an
>http error 405 – the htt verb used to access this page is not allowed,
>when
>clicking on the email after logging in and looking at the inbox. When we
>try via the outlook client you see the email in the inbox but it is unable
>to display the email message.
>
>I have tried to re-register scrrun.dll as mention re a similar problem but
>still no joy.
>
>please help
>thanks
>dave
>
>
>

- *Follow-Ups:*
 - ◆ *Re: OWA problems*
 - ◇ *From:* Dave Taylor

- *References:*
 - ◆ *OWA problems*
 - ◇ *From:* Dave Taylor

- Prev by Date: *RE: Remote Connection to SBS-2000*
- Next by Date: *RE: SBS2k3 network faxing*
- Previous by thread: *OWA problems*
- Next by thread: *Re: OWA problems*
- Index(es):
 - ◆ *Date*
 - ◆ *Thread*