

Re: Outlook, no permission to logon

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-04/msg02275.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Fri, 14 Apr 2006 07:16:28 GMT
-

Hi Attila,

Thanks for your update.

For current situation, let us perform the following steps to resolve the issue:

Step 1: Clear all the cached passwords on the workstation:

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Based on my research, it is possible that the system caches an incorrect password for the user that causes the issue.

1. On the Windows XP machine, click Start->Control Panel.
2. Click User Accounts.
3. In the Advanced tab, click "Manage Passwords" and remove all the cached passwords.
4. Test the issue again.

Step 2: Check the client's setting

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Please check the RPC_Binding_Order registry value on the machine.

The RPC_Binding_Order entry is created when you install the Outlook client or Exchange Server, and it determines the protocol sequence used to communicate. You can find this entry in the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Exchange Provider

By default, Rpc_Binding_Order contains the following value data:
ncalrpc,ncacn_ip_tcp,ncacn_spx,ncacn_np,netbios,ncacn_vns_spp.

Please move ncacn_ip_tcp to the first and test the effect.

Step 3: Restore missing RPC registry values

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To restore missing RPC registry values on the client, please follow these steps.

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WARNING: If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

1. Click Start, and then click Run.
2. In the Open box, type regedit, and then click OK.
3. Locate the following key in the registry:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Rpc\ClientProtocols
Verify that all entries are present and correct by referring to the following values.

By default, ClientProtocols contains the following entries for TCP/IP:

String Value Name Value data

```
-----  
ncacn_np rpcrt4.dll  
ncacn_ip_tcp rpcrt4.dll  
ncadg_ip_udp rpcrt4.dll  
ncacn_http rpcrt4.dll
```

4. If any values are missing, add the missing values. To do this, follow these steps:
 - a. On the Edit menu, point to New, and then click String Value.
 - b. Type the name of the missing string value, and then press ENTER.
 - c. Press ENTER.
 - d. In the Edit String dialog box, type the missing value data in the Value data box, and then click OK.
5. Quit Registry Editor.
6. Restart the computer.
7. Test the issue again.

Please test and let me know the result. I appreciate your time!

Have a nice weekend!

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

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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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From: "Attila Csokai" <acsokai((@))gticonsultig.com>
References: <OhEDtgmXGHA.3660@xxxxxxxxxxxxxxxxxxxxxx>

<r0zJI0sXGHA.932@xxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: Outlook, no permission to logon
Date: Thu, 13 Apr 2006 13:28:04 -0400
Lines: 1577
X-Priority: 3
X-MSMail-Priority: Normal
X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
X-RFC2646: Format=Flowed; Original
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
Message-ID: <eEG\$g#xXGHA.3972@xxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
NNTP-Posting-Host: dsp-acsoakai.pc.cc.cmu.edu 128.2.28.59
Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:260230
X-Tomcat-NG: microsoft.public.windows.server.sbs

Thanks for your help. Yes, the problem is exactly as you described.
To answer your question, following more testing:

1. It only happens to this specific user and on other workstations as well.
2. I have deleted, recreated her profile many times now to try to resolve this.
3. I set network authentication, or in exact terms "Logon network security" to "none" in the Outlook profile setup. See screenshot attached. I get here by click "more" after I setup the user's Outlook profile. So once Logon network security" is set to none, the user is prompted with the Username, domain and password prompt and can log in by entering each.
4. This is SBS 2003 with ISA 2000 and Symantec AV only.

Notes: I took over the management of this small business a month ago. This

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issue came up last week, as the owner recalls.
I hope this helps, and any help point to the direction that will solve this issue will help. Also, the user can log into OWA fine.

Thanks,
Attila

Can you capture a screen

shot of this? Also please help me capture a screen shot when you input domain, username and password.

""Jenny wu [MSFT]"" <v-yanniw@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:r0zJI0sXGHA.932@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Attila,

Thanks for using the SBS newsgroup.

From your description, I understand the issue to be: one user can not

open

Outlook and received error message "You do not have permission to logon".
If I am off base, please don't hesitate to let me know.

Let us perform some tests to isolate the issue:

1. Does the issue happen on the specific user? Please test the issue on all other workstations and let me know the result. Also please try to logon the problematic user to another computer to open outlook, what is the result?

2. Please create a new profile on the workstation to test the issue, what is the result? Please refer to the KB 287072 article to create new profile:

How to create a new e-mail profile for Outlook 2002
<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q287072>

3. How you set network authentication to "none"? Can you capture a screen shot of this? Also please help me capture a screen shot when you input domain, username and password.

4. Have you installed any firewall or antivirus application on the server or on the workstation?

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

Have a nice day!

Sincerely,

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Get Secure! – www.microsoft.com/security

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Any input or comments in this thread are highly appreciated.

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From: "Attila Csokai" <[acsokai\(\(@\)\)gticonsultig.com](mailto:acsokai((@))gticonsultig.com)>
Subject: Outlook, no permission to logon
Date: Wed, 12 Apr 2006 15:34:52 -0400
Lines: 15
X-Priority: 3

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X-MSMail-Priority: Normal
X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
X-RFC2646: Format=Flowed; Original
X-MimeOLE: Produced By Microsoft MimeOLE
V6.00.2900.2670
Message-ID:
<OhEDtgmXGHA.3660@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
NNTP-Posting-Host: cmu-107222.wv.cc.cmu.edu
128.237.231.158
Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:259953
X-Tomcat-NG: microsoft.public.windows.server.sbs

Running SBS Premium, Outlook 2002.
When a user tries to open Outlook, she gets a message that
"You do not

have

permission to logon". Now, if I go into the profile and set
network
authentication to "none" she gets prompted for her username
domain and
password. When I enter all three, the user is logged into
Outlook right
away.

This started happening just last week. Any ideas what can
cause this? No
other network access problems exist.

Thanks,

A...