

Re: Exch2K3 OWA & RWW "Loading..." issue

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg00844.html>

- *From:* "jcbrown@xxxxxxxxxx" <jcbrown@xxxxxxxxxx>
 - *Date:* 2 Aug 2006 12:21:44 -0700
-

Thanks again for your effort, Chace.

RE: KB 280823, I don't think so. The working client has an empty trusted zone, whereas the non-working clients we tried both ways (with *.company.com in the trusted zone and without).

On the server, I checked IIS management, the directory security -> IP Address and DNS restrictions shows "Grant access".

I don't know that I want to enforce an IE security zone/content config taken from the domain controller. The DC can't use OWA Premium either!!

One thing I have discovered on these workstations is that there are some other websites that do not display properly in IE6 SP1. I will try creating a new domain user and leaving them outside of the GPO-linked container. I'll let you know whether that worked or not.

Regards,
Justin.

chace zhang wrote:

Hi,

Thank you for your reply.

From KB 280823, this issue could occur due to change the security zone settings in Internet Explorer.

Has the OWA website been added to Trusted Site?

Can you modify security tab of IE on these problematic clients? Please compare settings with a available access OWA client?

Actually we can control IE security setting in domain level via GPO.

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For instance

Add a web site to safe domains in everyone's Internet Explorer

1. Log on to the SBS Server and then start the Active Directory Users and Computers utility.
2. Right-click the domain or Organizational Unit where you want to create the Group Policy object, and then click "Properties".
3. Click the "Group Policy" tab, and then click "New".
4. Type a descriptive name in the "New Group Policy Object" box (for example, type "IESettings policy" (without the quotation marks)), and then press ENTER.
5. If you want to prevent this policy from being applied to certain users or groups:
 - a. Click "Properties", and then click the "Security" tab.
 - b. Add the user or group that you want to <prevent> from having this policy applied.
 - c. For that user or group, click to clear the "Read" and the "Apply Group Policy" check boxes in the "Allow" column of the "Permissions for Authenticated Users" list.
 - d. Click "OK".
6. Click "Edit".
7. Under "User Configuration", expand "Windows Settings", expand "Internet Explorer Maintenance", and then click "Security".
8. In the right pane, right-click "Security Zones and Content Ratings", and then click "Properties".
9. Click "Import the current security zones and privacy settings", click "Continue" after you read the message stating that these settings will be ignored on computers that do not have the enhanced security configuration feature enabled, and then click "Modify Settings".
10. Click "Trusted sites", and then click "Sites".
11. After that type gpupdate /force

More information:

Windows Server 2003 Group Policy

www.microsoft.com/windowsserver2003/technologies/management/grouppolicy/default.msp

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In addition, this issue can also occur if you have set IP restriction on Exchweb virtual directory. If this is the case, let's try the following steps to see if it works:

1. Open IIS manager console.
2. Right click the /Exchweb virtual directory and click Properties.
3. Click Directory Security tab and then click Edit in the "IP address" section.
4. Please make sure there is not "Denied Access".
5. Repeat the above steps for all Exchange-related virtual directories.

Hope this helps, if you have any other concerns on this issue. Please feel free to let me know.

Have a nice day!

Best Regards,

Chace Zhang (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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| From: "jcbrown@xxxxxxxx" <jcbrown@xxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Re: Exch2K3 OWA & RWW "Loading..." issue
| Date: 1 Aug 2006 14:48:21 -0700
| Organization: <http://groups.google.com>
| Lines: 162
| Message-ID: <1154468901.650886.283240@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <1154116447.743145.220960@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| <gncm#BItGHA.2500@xxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 70.134.149.159
| Mime-Version: 1.0
| Content-Type: text/plain; charset="iso-8859-1"
| X-Trace: posting.google.com 1154468906 21276 127.0.0.1 (1 Aug 2006
21:48:26 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxx
| NNTP-Posting-Date: Tue, 1 Aug 2006 21:48:26 +0000 (UTC)
| In-Reply-To: <gncm#BItGHA.2500@xxxxxxxxxxxxxxxxxxxxxxxx>
| User-Agent: G2/0.2
| X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US;
rv:1.8.0.5) Gecko/20060719 Firefox/1.5.0.5,gzip(gfe),gzip(gfe)
| Complaints-To: groups-abuse@xxxxxxxx
| Injection-Info: i3g2000cwc.googlegroups.com; posting-host=70.134.149.159;
| posting-account=d5JnMA0AAABocWkBSStjwC4ytx6PLX5d0
| Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!msrtrans!m
srn-in!newshub.sdsu.edu!postnews.google.com!i3g2000cwc.googlegroups.com!not-
for-mail
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:286181
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Chace,
|
| See replies inline.
|
| chace zhang wrote:
| > In order to further analysis, please let me know the following info:
| >
| > 1. Do you have ISA Server in your structure?
|
| No ISA, we're using SBS 2003 Standard Edition.
|
| > 2. On the remote site, make sure TCP outbound traffic for 80, 443, 444
and
| > 4125 are allowed
|

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| No outbound traffic is blocked. Additionally, as I wrote, we have an
| instance of a single computer able to successfully use the OWA Premium
| Client. The other computers can not.

|
| > 3. Windows Firewall does not block TCP outbound traffic for 80, 443, 444
| > and 4125

| Nope..

| > 4. No third-party AV and firewall software intervention.

| We've tried on McAfee ViruScan Enterprise, as well as an Avast
| Professional protected workstation. None have 3rd party firewalls. It's
| not a connectivity issue, like I said. We can telnet to port 443 for
| out SSL/FBA website, as well as navigate there with IE6.

| > 5. No Spyware Adware program intervention

| Windows Defender Beta 2 on all workstations, for what it's worth.

| > 6. Clean IE cache.

| Tried it.

| > 7. Use cleanboot. Msconfig command through command prompt

| I'm not familiar with "cleanboot."

| > 8. Set a new workstation (clean installed) and see if the issue could be
| > reproduced to narrow down the issue.

| Again, we've got a workstation to connect. All others do not.

| > Based on my knowledge, the problem could be caused by the network
| > configurations or third-party software. I would like to give you the
| > following action plan:

| >

| > A. Please rerun CEICW ...[truncated]

| I've ruled out a server configured issue as we have a Windows XP Home
| Edition (not domain joined) that connects properly to OWA Premium.

| > B. If the Trend Micro anti-virus software is installed on the SBS

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server...[truncated]

| Nope.

|> At the server side:

|> 1. Apply 831464:> 2. Clear the IIS server files follow these steps:> 3. Go to a command prompt, type "iisreset".

| Tried this.

|> 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.

| Tried that.

|> Reset all settings of IE

|> =====

|> 1. Delete the downloaded objects

|> 1) Open Internet Explorer

|> 2) Click Tools, click Internet Options and click settings button in the General tab.

|> 3) Press View Objects.

|> 4) Remove all the Objects there.

| Tried it.

|> 2. Remove the Plug-Ins in Internet Explorer

|> 1) Close all the Internet Explorer windows.

|> 2) Open a Windows Explorer window by right Click My Computer and choose Explore.

|> 3) Locate the following folder:

|> C:\Program Files\Internet Explorer\PLUGINS

|> 4) Remove all the files in this folder.

|> Note: You may also move them to another folder.

| Tried this one.

|> 3. Delete SoftwareDistribution folder

|> 1) Stop Automatic Updates service.

|> a. Click Start, click Run, type services.msc.

|> b. In the right pane, stop the Automatic Updates service.

|> 2) Delete C:\Windows\SoftwareDistribution folder.

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| > 3) Test the issue again.

| I have not tried this. Will report back.

| > 4. Reset all settings of Internet Explorer

| > 1) Under the General tab, click Clear history button.

| > 2) Under the Security tab, click "Default Level" for each security zone:

| > "Internet"

| > "Local intranet"

| > "Trusted sites"

| > "Restricted sites"

| > 3) Under the Content tab. Under Content Advisor the button default is

| > "Enable..."

| > Click on "Clear SSL" under Certificates, and click on "OK."

| > 4) Under "Local Area Network (LAN) settings" click on the "LAN Settings..."

| > button – remove all checkmarks and settings unless actually required to use

| > a proxy and close the window

| > 5) Under the Programs tab, click Reset Web Settings.

| Tried all except 3 and 5..

| > 6) Under the Advanced tab, click Restore Defaults button.

| > Under Browsing put a checkmark into or remove the checkmark from "Enable

| > third-party browser extensions (requires restart)".

| You're suggesting I "reverse" this setting, no? I can try that if you like.

| > 7) Click on "Apply", then "OK"

| > 8) Close Internet Explorer and restart the computer.

| >

| > 5. Disable all third party Add-ons

| > 1) Open Internet Explorer.

| > 2) Click Tools to select Manage Add-ons.

| > 3) Disable all third party Add-ons.

| Tried this.

| I really think I'm off track with most of these steps. If you know of any Group Policy Object settings that potentially cause this symptom, do tell.

| Thanks.

Re: Exch2K3 OWA & RWW "Loading..." issue