

## Re: OWA slow for users to pull up

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg02036.html>

---

- *From:* "Mike Webb" <[Mike\\_Webb@xxxxxxxxxxxxxxxxxxxxx](mailto:Mike_Webb@xxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 13 Sep 2006 08:24:55 -0500
- 

Thank you very much for the detailed reply. I will use much of this info and file away the rest for reference.

Problem is solved; turns out the service I use for the IP (DynDNS.com) changed our IP sometime Sunday morning. This caused a problem with the MX record. Once I updated that, OWA was enabled and the remote user was able to get in just fine.

Mike

"chace zhang" <[v-chacez@xxxxxxxxxxxxxxxx](mailto:v-chacez@xxxxxxxxxxxxxxxx)> wrote in message [news:gmdYTMk1GHA.4464@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:gmdYTMk1GHA.4464@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hi,

Thank you for posting here.

According to your description, I understand you can access OWA internal, but from specific remote location, user can not access Outlook Web Access.

In order to better assistance, please let me know the following questions:

1. Can you access OWA from another location remotely?
2. What is the detailed error message that the end-user encountered, please send me the screen shot of the error message as an email attachment.

To do this, please follow the steps below:

- a) When the screen appears, press PrScrn (this key is located to the right of the F12 key on the keyboard)
- b) Create a new Word document and open it.
- c) Press Ctrl + V to paste the screen shot into the document.
- d) Send this document as the mail's attachment to me:  
[v-chacez@xxxxxxxxxxxxxxxx](mailto:v-chacez@xxxxxxxxxxxxxxxx)

3. Do you publish OWA using ISA 2004 with Form Based Authentication?
4. Does the published FQDN can be resolved to correct public IP address?  
You can use NSLOOKUP command to verify the name resolution is correct.

## Re: OWA slow for users to pull up

If you can not access OWA from all internet workstation, let's focus on Network configuration.

### 1. Increase the connection limit time

Please open the ISA Server management console, navigate to Configuration-> General-> Define Connection Limits-> Connection Limit, and then uncheck the "Limit the number of connections" option.

After that, please restart the ISA firewall service.

2. Open the properties box of the OWA web listener, go to the Preferences tab, click Authentication, make sure the "Require all users to authenticate" option is not checked.

If the problem persists, please kindly help me gather the following info for further troubleshooting:

1. Do you have any other web publishing rules?

2. What's the network diagram? It will be better if you could draw me a detailed diagram so that I can have a clear understanding on your network.

3. Please help to gather the ISA Info:

1) Download the file from the following URL:

<http://www.isatools.org/isainfo/ISAInfo.zip>

2) Extract all files to a folder on ISA server.

3) Double click Isainfo.js. This will generate 2 files

ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml in the current folder.

4) Please send these files to me at v-edtian@xxxxxxxxxxxxxx

6. Please also help to gather the ISA logs:

1) Schedule a down time.

2) Open ISA 2004 management console.

3) Expand the server node and highlight 'Monitoring'.

4) In the right pane, switch to the 'Logging' tab, make sure the 'Task Pane' is showed there.

Re: OWA slow for users to pull up

- 5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging Tasks', and then switch the 'log storage format' from 'MSDE database' (default) to 'File'.
- 6) Switch to the 'Fields' tab, click 'Select All', and then click OK.
- 7) In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging Tasks', and then switch the 'log storage format' from 'MSDE database' (default) to 'File'.
- 8) Switch to the 'Fields' tab, click 'Select All', and then click OK.
- 9) Click 'Apply' to save changes and update the configuration.
- 10) Temporarily disable the Firewall service. To do that, please click Monitoring | Services tab, and then right click 'Microsoft Firewall' to choose 'Stop'.
- 11) Clear the current existing W3C logs. To do that, go to the log saving directory and clean any existing .W3C logs. By default, the logs will be saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF may not be able to deleted, that's normal.) You may backup them first and then delete them.
- 12) Go back to the ISA 2004 management console, and then Start the stopped 'Microsoft Firewall' service.
- 13) Reproduce the problem, stop the service, and then gather the resulting W3C files to me for analysis.
- 14) Please also let me know the IP address of the testing clients so that I can filter the data.

If this symptom only occurs on specific workstation. Let's perform the following steps on the problematic client.

Step 1: Clean Boot

=====

To avoid any affect from third party software, please perform a clean boot, and then check if there is any change.

To perform a clean boot, follow the steps below:

- A. Click Start, click Run, type "msconfig" (without the quotation marks) and click OK.
- B. Select "Selective Startup" and remove the check box for "Load Startup

## Re: OWA slow for users to pull up

Items".

- C. On the "Services" tab, click Enable All.
- D. Check "Hide all Microsoft Services", click Disable All and clear "Hide all Microsoft Services".
- E. Click the OK button and then Click Yes to restart your computer.
- F. Try again.

### Step 2. Delete the cookies

- 1) Click Start, click Search and click For Files or Folders
- 2) Type "Cookies" (without the quotation marks) and click Search Now
- 3) Delete files in the cookie directory

### Step 3. Delete all the temporary files

- 1) Open Internet Explorer
- 2) Click Tools, click Internet Options and click Delete Files button in the General tab

### Step 4. 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.

### Step 5. 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.

### Step 6. 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.
- 3) Test the issue again.

### Step 7. 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.

Re: OWA slow for users to pull up

Also please try to access other HTTPS website, can this user can access the login website?

Thanks for your time and cooperation. Please let me know if you have any questions or concerns.

Have a nice day!

Best Regards,

Chace Zhang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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>

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.

=====  
This posting is provided "AS IS" with no warranties, and confers no rights.

-----  
| From: "Mike Webb" <Mike\_Webb@xxxxxxxxxxxxxxxxxxxx>  
| Subject: OWA slow for users to pull up

Re: OWA slow for users to pull up

| Date: Mon, 11 Sep 2006 11:23:33 -0500  
| Lines: 21  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2869  
| X-RFC2646: Format=Flowed; Original  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2962  
| Message-ID: <OedmO6b1GHA.3656@xxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: 75.105.156.39  
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:296706  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Running SBS 2003 Premium, WSUS, ISA 2004, 2 NIC's, router and satellite  
| internet access.

| =====  
| I recently implemented OWA and ahve used it a few times. It comes up  
| okay  
| for me – a bit slow, but I attribute that to the latency of satellite.

A  
| remote user (graduate student at a university at the east end of the  
| state)  
| has had great difficulty getting connected. She keeps getting an error  
| page  
| "cannot establish a connection". She's using IE6. I tell her that the  
| only  
| thing I can think of is to keep pressing F5 – she's been able to connect  
| once in about 5 days – but I'm thinking there might be something I  
| can do at this end to help out users like her.

| Any ideas?

| --

| Mike Webb  
| Platte River Whooping Crane Maintenance Trust, Inc.  
| a 501 (c)(3) conservation non-profit organization  
| Nebraska