

RE: OWA 440 login timeout

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-10/msg04621.html>

- *From:* v-stezhu@xxxxxxxxxxxxxxxxxxxxxxxx (Steven Zhu [MSFT])
 - *Date:* Tue, 24 Oct 2006 06:14:38 GMT
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Hi John,

Thanks for posting here.

From your post, my understanding on this issue is: you get the 440 login time out error message when you access OWA. If I am off base, please feel free to let me know.

Based on my research, this issue is related with the anonymous access on the Exchweb virtual directory. Either anonymous account password is changed unexpectedly or the anonymous access is disabled. Please use the following way to check it.

1. Open IIS from the Server Management
2. Expand the Default Web Site and open the properties page of ExchWeb Virtual Directory
3. In the Directory Security tab, Click Edit under Authentication and Access Control
4. Please make sure ONLY Anonymous access is select.
5. Check the same settings on the Exchange Virtual Directory and make sure ONLY 'Basic authentication' is selected
6. If any change, please restart your IIS service and test your issue again.

If the problem cannot be resolved, please use the following steps to reset anonymous user password.

1. Open Active Directory Users and Computers snap-in and select users container.
2. Right click IUSR_YourServerName user and click Reset Password??
3. Input a new password, confirm it and click OK
4. Open Server Management and expand IIS console
5. Expand website and right click Default Web Site and then, click properties
6. In the directory security tab, click Edit??
7. Click Browse button
8. Input IUSR_YourServerName in the box and click OK

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9. Input the new password in the Password box
10. Click OK

However, if you use the above steps, you may need to reset the anonymous account in every virtual directory that need anonymous access. A better method is listed in the below article

332167 IIS 6.0: HOW TO: Configure IIS to Control the Anonymous Password
<http://support.microsoft.com/?id=332167>

If the issue persists, please kindly help me collect the following information for further analysis:

1. Metabase

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- a. Install .NET Framework Version 1.1:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&DisplayLang=en>.
- b. Install MBExplorer by installing IIS 6 Resource Kit Tools:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>.
- c. Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.
- d. In the left pane, right click "LM" (under your server computer name) to choose "Export to file", and then save it as IIS.mbk.
- e. Compress this mbk file and send it to me for analysis.

2. IIS logs

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1. Open IIS.
2. Locate Default web site. Right-click it and then click Properties.
3. Click to selected Enable logging and then click properties.
4. Click Advanced.
5. Click to select every checkbox here.
6. Click OK to close these windows.
7. Reproduce this issue and send the logs to me.

NOTE: The log files are located at %systemroot%\System32\LogFiles by default.

Please kindly send these log files to my working mailbox:
v-stezhu@xxxxxxxxxxxxxxxx

Also, please let me know which domain policy you applied on the server.

If you have any questions or concerns related to this issue, please let me know.

I appreciate your time and look forward to hearing from you.

Have a nice day!

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Best Regards,

Steven Zhu
MCSE
Microsoft Online Partner Support
Get Secure! – www.microsoft.com/security

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PLEASE NOTE the newsgroup SECURE CODE and PASSWORD were updated on February 14, 2006.? Please complete a re-registration process by entering the secure code mmpng06 when prompted. Once you have entered the secure code mmpng06, you will be able to update your profile and access the partner newsgroups.

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.

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