

## RE: RWW: version=1 msgtype=status status=-3 message=Password Incorec

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-11/msg03484.html>

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- *From:* [v-stezhu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-stezhu@xxxxxxxxxxxxxxxxxxxxxxxx) (Steven Zhu [MSFT])
  - *Date:* Tue, 21 Nov 2006 05:20:05 GMT
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Hi Shawn,

Thanks for posting here.

From your post, my understanding on this issue is: you cannot access RWW and CompanyWeb from Internet and you receive the message below in IE.

version=1 msgtype=status status=-3 message=Password Incorrect

If I am off base, please feel free to let me know.

Based on my research, please refer to the following steps to solve this issue:

1. Open Windows Explorer and find the C:\Program Files\Internet Explorer\PLUGINS folder.
2. Create a new folder on the desktop and move all the plug-ins in the PLUGINS folder to the new folder.
3. Open Internet Explorer.
4. Click Tools and select Internet Options.
5. On the General tab, click Delete Files within the Temporary Internet files section.
6. Select the Delete all offline content check box, click OK.
7. Click Delete Cookies, and click OK.
8. Click Clear History within the History section, click Yes.
9. Click the Advanced tab and uncheck Enable third-party browser

extensions.

10. Click OK.

11. Remove registry keys.

WARNING: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

Having said that, I would still like to provide assistance.

Step 1: Backup the Registry of the computer.

- a) Click Start and select Run.
- b) Type regedit in Open box and click OK.
- c) Click File and select Export.
- d) Below Export range select All.
- e) Select Desktop in Save in box and type backup in File Name.
- f) Click Save.

Note: The backup file is on the Desktop and named backup.reg.

Step 2: Find and delete the following registry key.

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Browser Helper Objects

Step 3: Find and delete the all the sub keys in the following registry key (don't delete the following registry key).

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Plugins\Extension

Step 4: Restart the computer.

If the issue still exists, please capture a screen shot of the error so that I can understand the issue clearly.

To capture a screen shot, please follow the steps below:

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Step 1: When the error message appears, press the Pr Scrn key located at the top-right corner of the keyboard to capture a screen shot.

Step 2: Click Start, select Run, type MSPAINT in the Open box, and then click OK.

Step 3: Use Ctrl + V to paste the screen shot to the canvas. When we are prompted to enlarge the bitmap, press Y or Enter.

Step 4: Click the File (or press Alt+ F) menu and select Save.

Step 5: Select Desktop in the 'Save in' box and type 'screen' in the File name box.

Step 6: Select JPEG in the Save as type box and click OK.

The screen shot is located on the Desktop and named screen.jpg. Send the file to v-stezhu@xxxxxxxxxxxxxxxx

Hope this helps! If you have further concern, feel free to let me know.

Have a great day.

Best Regards,

Steven Zhu  
MCSE/MCDBA  
Microsoft Online Partner Support  
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