

## Re: RWW: version=1 msgtype=status status=-3 message=Password Inco

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-11/msg03652.html>

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- *From:* Shawn O'Connor <[ShawnOConnor@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ShawnOConnor@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 21 Nov 2006 09:41:01 -0800
- 

Marina,

I'm using a dynamic dns service for external access. However, I have been using this same service with no change in configuration for almost 5 years now. This issue has only recently cropped up.

I did try your suggestion though --- reran CEICW with my current public IP address for the security certificate. Still no change. I'm getting the exact same error message.

Would it have anything to do with the anonymous user account that IIS uses? Perhaps IIS is expecting one thing and RWW is expecting another? I've seen issues with this before, but never manifesting itself like this.

"Marina Roos [SBS-MVP]" wrote:

Hi Shawn,

Is there a DNS record for the FQDN, that your ISP must have created? Try <https://FQDN/exchange>. If you don't have a DNS record, rerun CEICW and fill in your public IP for the webcertificate. I assume you can telnet to your public IP on port 443 from outside your network?

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Regards,

Marina Roos  
Microsoft SBS-MVP  
One of the Magical M&M's  
[www.smallbizserver.net](http://www.smallbizserver.net)  
Take part in SBS forum:  
<http://www.smallbizserver.net/Default.aspx?tabid=53>

"Shawn O'Connor" <[ShawnOConnor@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ShawnOConnor@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> schreef in bericht  
[news:74112FD1-1298-481F-8C4B-E285FA5CAD67@xxxxxxxxxxxxxxxxxxxxx](mailto:news:74112FD1-1298-481F-8C4B-E285FA5CAD67@xxxxxxxxxxxxxxxxxxxxx)

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Thanks for your thoughtful and detailed response Steven. I haven't yet  
tried

the steps you suggested, but I can tell you I am 100% sure that will not work. The issue is not just with my browser — it happens on any machine anywhere. Your solution is machine specific (I'll try it anyway, but I'm very sure that won't solve the problem).

Also, I am offsite right and can't provide a screen capture just yet, but the message in the subject line is all that appears in IE with trying to access:

<http://www.domainname.com/remote> or

<http://www.domainname.com/exchange>

(from the intranet the companyweb and owa work fine)

First I get the message prompt about the security certificate. I accept  
to

continue on and then I get the following error:

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

And that is it. Nothing else.

"Steven Zhu [MSFT]" wrote:

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.

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- 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\Browse

r  
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:

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.

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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@xxxxxxxxxxxxxx

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

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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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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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rights.

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