

RE: SOME Users cannot access OWA others do, error HTTP 500

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg01531.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Thu, 11 Jan 2007 07:27:47 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that some account access OWA get http 500 error in right pane. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. Please make sure that you've installed Hotfix 831464 on your Exchange Server.

FIX: IIS 6.0 compression corruption causes access violations
<http://support.microsoft.com/kb/831464>

2. Then, please perform the following steps to clean caches on the servers and all problematic clients. To delete the cached files on the client to make sure that the corrupted files from the cache are not used.

To do so, follow these steps:

- A. In Internet Explorer, click Internet Options on the Tools menu.
- B. Click the General tab, and then click Delete Files.
- C. Click OK.

Clear the cached, compressed copy of the affected files on the SBS server:

- A. Clear the IIS server files: Go to your %windows%\IIS Temporary Compressed Files directory *. Select all of the content in this directory and delete it.
- B. Go to a command prompt, type "iisreset".

To clear the ISA cache:

- A. Stop the Web Proxy service.

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- B. Locate the Urlcache folder.
- C. From the multiple files in this folder, locate the *.cdat file in this folder.
- D. Delete the *.cdat file.
- E. Start the Web Proxy service.

Related Knowledge Base article:

How to Delete the Web Cache on Internet Security and Acceleration Server
<http://support.microsoft.com/kb/301471>

3. Then, please follow KB 280823 to troubleshoot the issue:

Troubleshooting OWA when the contents frame displays "Loading"
<https://support.microsoft.com/kb/280823>

4. Other possible causes and resolution:

URLScan may cause this issue:

Fine-tuning and known issues when you use the Urlscan utility in an
<http://support.microsoft.com/kb/823175>

This issue can also be caused by TrendMicro OfficeScan. To resolve this issue, please uninstall OfficeScan and reinstall it with the help of the TrendMicro support. For more information, see Solution 18148 in the Trend Micro Knowledge Base at the following URL:
<http://kb.trendmicro.com/solutions/solutionDetail.asp?solutionID=18148>

As a workaround, you can remove the OfficeScan MIME Types value from the Default Web Site and from the Exchange virtual directories. Use the following steps to remove this MIME Types value:

- a. Open Internet Information Service (IIS) Manager.
- b. Expand the server and then expand the Web Sites folder.
- c. Right-click the Default Web Site, and then click Properties.
- d. Select the HTTP Headers tab.
- e. Click MIME Types.
- f. Select the ".* application/octet-stream" entry and click Remove.
- g. Click Yes to confirm, and then click OK two times.
- j. In the Inheritance Overrides dialog box, select Exadmin, Exchange, exchange-oma, OMA, and Public (hold down the Ctrl key while clicking to select multiple), and then click OK.
- i. Right-click Default Web Site, and then click Stop.
- j. Right-click Default Web Site, and then click Start.
- k. Run the "iisreset" command.

If the problem persists after performing the steps above, please collect some info for research:

1. Please try to log on the new account on the problematic machine, then test this issue. Is it fine?

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2. Please try to log on the problematic account on new account's machine, then test this issue. Is it fine?

3. Please try to log on the new account and problematic account on server and test this issue. Are they fine?

4. Collect the IIS metabase on Exchange Server and send to me:
v-terliu@xxxxxxxxxxxxxxx for further analysis:

1). On Exchange Server, install .NET Framework Version 1.1:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&DisplayLang=en>.

2). Install MBExplorer by installing IIS 6 Resource Kit Tools:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>.

3). Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.

4). In the left pane, right click "LM" (under your server computer name) to choose "Export to file", and then save it as IIS.mbk.

5). Compress this mbk file and send it to me for analysis. Please let me know the password if you set on this iis mbk file.

5. Please collect the IIS log on Exchange Server so that I can perform further research:

1). On Exchange Server, open IIS MMC, right click Default Web Site and then click Properties.

2). Click Website tab and then check Enable logging.

3). Stop the Default Website and RENAME the existing IIS log files under C:\WINDOWS\system32\LogFiles\W3SVC1.

4). Restart the Default Website and reproduce the OWA Loading problem, which will generate new IIS log file with the exact error.

5). Wait for a while so that IIS Log can be synced. And then go to the following folder on Exchange Server: C:\WINDOWS\system32\LogFiles\W3SVC1.

6). Send me the log files to my working email address
v-leeli@xxxxxxxxxxxxxxx And please let me know the alias of the user who encountered the issue.

I hope the above info helps and I look forward to your update.

Thanks and have a nice day!

Best regards,

Terence Liu(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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| Thread-Topic: SOME Users cannot access OWA others do, error HTTP 500
| thread-index: Acc1CRm/jP4Y0jCYQo2dOIdA26nVQg==
| X-WBNR-Posting-Host: 201.196.137.70
| From: =?Utf-8?B?RWR1YXJkbyBNZW5h?=<remena@xxxxxxxxxxxx>
| Subject: SOME Users cannot access OWA others do, error HTTP 500
| Date: Wed, 10 Jan 2007 14:46:00 -0800
| Lines: 22
| Message-ID: <2B2149F6-969E-42AF-BEDD-D98ECF4DC020@xxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2757
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:9446
| NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Software:

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| SBS2003 STD SP1 + EXCH_SP2

| Problems:

| When "SOME" users try to login to OWA locally or remotely, all they can see

| is the

| left navigation bar with folders (Inbox, Sent, Deleted Items and so on), but

| cannot see anything on the right where messages and all dialogs usually appear. Internal server error HTTP 500 occur

| Even the administrator account has the problem

| But, If I create a new account it does not have the problem. I can use this

| new account to access de OWA perfectly!!!

| I have read "almost all" of the documents I have found in Internet as well

| as in the Microsoft Support sites and have tried several suggestions with NO

| results for now.

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| EdMena

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