

RE: 404 Error – OWA – Certain User

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg03573.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Mon, 25 Jun 2007 07:35:59 GMT
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Hi Luke,

Thanks for posting in our newsgroup.

I am sorry for the delay due to the weekend.

From your description, I know that when you logon on OWA by typing

http://FQDN_SBS/Exchange, you get error 404. If you use the URL http://FQDN_SBS/Exchange/Logon, you can logon successfully. If I am off-base, please don't hesitate to let me know.

Since only one user has this issue, the problem may be complex and time-consuming. Thanks for your understanding and patience.

Please let me know the following to make the situation more clearly:

1. Where do you visit OWA, from Internet or internal?
2. Can you visit other sites such as RWW normally?

Please take the following steps to narrow down this issue:

Step 1: Make a clean boot on the problematic workstation and then check if the problem will reoccur.

1. Click Start->Run...->type msconfig and press Enter.
2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
3. Click Startup tab and Disable All startup items.
4. Click OK and choose Restart.
5. After reboot, check whether the problem still occurs.
6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

Step 2: Please logon a good workstation and visit http://FQDN_SBS/Exchange, will this be successfully?

Step 3: The error 404 means file not found. This may be related to the user permission. Please run the change user permission wizard.

Note: Suppose this user is domain user.

1. Open Server Management and click Users.
2. Click Change User Permission and then click Next.
3. Click User Template and Replace any previous permissions granted to the users. Click Next.
4. Click problematic user account, click Add,
5. Click Next and then click Finish.

Step 4: Please check the Exchsrvr and Exchweb NTFS permission.

Exchsrvr:

Administrators – Full control

Authenticated Users – Read and execute, List folder contents, Read

Creator Owner – Special permissions (full control)

Server Operators – Modify, Read and execute, List folder contents, Read, Write

System – Full control

Exchweb inherits permissions from Exchsrvr.

You might want to add permissions for Domain users with rights to Read and execute, Read and List folder contents.

Also, make sure that Exchweb is inheriting permissions from Exchsrvr, and C:\Program Files\Exchsrvr\Exchweb\Bin\Auth is inheriting the permissions...

If the problem persists, please help me collect the following information for further research:

1. The screen shot of the error message when you access OWA.
- 2 . Gather IIS log:
 - a. Open IIS snap-in.
 - b. Right click Default Web Site and click Properties.
 - c. Uncheck the "Enable Logging" box and click Apply.
 - d. Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to a backup location.
 - e. Check "Enable Logging" box and click OK.
 - f. Run IISReset command.
 - g. Reproduce the problem and send the log file in C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.

Please send me the information to v-robelt@xxxxxxxxxxxxxx with subject: 39697090-404 Error – OWA – Certain User.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(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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<From: "Luke Sheldrick" <Luke.Sheldrick(REMOVE)@an0key.co.uk>
<Newsgroups: microsoft.public.windows.server.sbs
<Subject: 404 Error – OWA – Certain User
<Lines: 11
<X-Priority: 3
<X-MSMail-Priority: Normal
<X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
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RE: 404 Error – OWA – Certain User

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<X-Complaints-To: <http://www.virginmedia.com/netreport>
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<Hi all,
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<Having a weird issue, where when I (Yes only me grr) log on to OWA, I get a
<404... if I put domain/exchange/logon it works fine, but it only does it to
<me, no-one else, very weird...
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<Anyone seen this before or have any solutions?
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