

RE: OWA Not working Page not Found

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg03743.html>

- *From:* Brent Kennedy <BrentKennedy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 27 Jul 2007 07:28:02 -0700
-

Let me clarify:

I get a "page not found" after i login to OWA.

So when i go to <https://serverip/exchange> from the server itself or a client machine, i get the OWA form based login. I then login with just the user name and password. After i hit the login button, i get a page with two frames and the two frames have pages in them, each says "page not found". I see the colored bar that splits the page normally, its just the pages in each frame say page not found.

1. I checked on that: Currently the smtp address that is bolded is "bktest@xxxxxxxxxxxxxxxxxxxxx". The "bktest@xxxxxxxx" smtp address is not bolded but is the servers local domain. I have a test server setup with a local and web domain and the web domain as bolded, works fine.

I also tried to login with bktest@xxxxxxxx and that also produces the page not found. Now currently the servers default domain in the IIS security configuration is setup as " \ ". Which i would assume would log the user in automatically as bktest@xxxxxxxx

2. Share point is installed on the server, but not the IIS default website. When i tried to follow the directions in that KB i stopped at the part where you edit the default website via the sharepoint administrator. When i click on the default website i get a help page that tells me i need to run a command from the command prompt to install share point on that website. So i figured sharepoint was not installed on the default website.

3. There is no proxy installed. I am accessing the machine directly from the console and clients. Liike i said, i can bring up the exchange owa login page, its just once i login, i get two frames with page not found in each frame.

Any ideas?

"Terence Liu [MSFT]" wrote:

Hello Brent,

RE: OWA Not working Page not Found

Thank you for posting here.

According to your description, I understand that you get "page not found" error when you access OWA. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, there are many probably causes refer to this issue. I suggest we try the following steps to see if we can resolve this issue:

I. This issue occurs if the user account that you used to log on to OWA does not have an appropriate Simple Mail Transfer Protocol (SMTP) address.

To resolve this issue, obtain the latest service pack for Exchange Server 2003. For more information, click the following article number to view the article in the Microsoft Knowledge Base:

836993 How to obtain the latest service packs for Exchange Server 2003
<http://support.microsoft.com/?id=836993>

HTTP 401 or 404 error messages when you access OWA implicitly or explicitly
<http://support.microsoft.com/?id=293386>

II. This problem may occur after you install Microsoft Windows SharePoint Services on a server that is running Microsoft Exchange Server. The Windows SharePoint Services ISAPI filter handles all incoming URLs. When you browse one of the Exchange Server 2003 virtual directories, the ISAPI filter does not locate the URL path of the folder.

To resolve this problem, and to have Windows SharePoint Services and Exchange Server 2003 both function correctly, you must enable Kerberos authentication and exclude the folders (directories) that Microsoft Exchange Server 2003 uses. To do so, follow these steps:

1. Configure the virtual server that is running Windows SharePoint Services and Exchange Server 2003 programs to use Kerberos authentication.

When a virtual server is extended with Windows SharePoint Services, Kerberos authentication is disabled Integrated Windows authentication is enabled. For Exchange Server 2003 to work correctly, you must configure the virtual server to use Kerberos authentication. For more information about how to configure Windows SharePoint Services to Use Kerberos authentication, click the following article number to view the article in the Microsoft Knowledge Base:

832769 How to configure a Windows SharePoint Services virtual server to use Kerberos authentication and how to switch from Kerberos authentication back to NTLM authentication
<http://support.microsoft.com/?id=832769>

2. Exclude the following folders (directories) that Microsoft Exchange Server 2003 uses:

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Public
Exchange
Exadmin
OMA
Microsoft-Server-ActiveSync
ExchWeb

To do so, follow these steps:

- a. On the server that is running Exchange Server 2003 and Windows SharePoint Services, click Start, click Administrative Tools, and then click SharePoint Central Administration.
- b. In the Virtual Server Configuration area, click Configure virtual server settings.
- c. On the Virtual Server List tab, click the virtual server that you have to add the excluded paths to.
- d. Under Virtual Server Management, click Define Managed Paths.
- e. In the Add a New Path section, type the path to exclude in the Path box.
- f. Click Excluded Path, and then click OK.
- g. Repeat steps 4 through 6 for each folder that you want to exclude.

You receive a "Page not found" error message when you use Outlook Web Access (OWA) to browse the Exchange Server 2003 client after you install Windows SharePoint Services

<http://support.microsoft.com/?id=823265>

III. This behavior may occur if you try to connect to a Exchange computer that is behind a reverse proxy server.

Please try to access the OWA from SBS itself, do you get the same issue?

If we cannot resolve the issue after we perform the above steps, please kindly help me collect some information for further investigation:

1. Does this issue happen on all users or just the particular user?
2. Please try to access the OWA from another computer, or access from SBS, does the issue happen again?
3. Please capture screenshots on the error page and send the pictures to me at v-terliu@xxxxxxxxxxxxxx
4. 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.

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- 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.

5. Gather IIS Metabase:

- 1) Download the IIS Resource Kit tools from the following page:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>
- 2) Install it, run MBExplorer (Metabase Explorer)
- 3) Right click the "LM" node and choose "Export to file".
- 4) Specify a file name, specify the password and finish the export.
- 5) Send the file and the password to v-terliu@xxxxxxxxxxxxxx

Hope these steps will give you some help.

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.

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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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| Thread-Topic: OWA Not working Page not Found
| thread-index: AcfP2zbrOnKidArTT8y38n/0dqRm6w==
| X-WBNR-Posting-Host: 207.46.19.168
| From: =?Utf-8?B?QnJlbnQgS2VubmVkeQ==?= <Brent Kennedy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: OWA Not working Page not Found
| Date: Thu, 26 Jul 2007 16:18:02 -0700
| Lines: 25
| Message-ID: <C0932DA4-BDC3-48B1-A277-27B1E171ED07@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 V6.00.3790.2826
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:52740
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Currently using SBS 2003(sp2) with exchange(sp2), sql(sp4), sharepoint(sp2)
| and IIS installed. The local domain is DIA.local and the external domain is
| somedomain.com.
|
| When i login as test@xxxxxxxxx or just test, owa logs in, has the frames
| page built, but both frames say "page not found".
|
| Its the same way if i try to login with DIA.local\test or if i set the
| exchange virtual directory to default to "\".
|
| I have tried to:
| -Recreate the default website
| -Recreate the OWA site using a ms KB, it was rebuilt, but still no change.
| -Rerun the CICW
| -Verified that the accounts are defaulted to (bolded)

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"test@xxxxxxxxxxxxxxx"

| in active directory.

|

| It seems like something in IIS or exchange is not jiving. I setup a virtual

| server with sbs installed and it works fine with this configuration.. so something was done on this server that is preventing this from working.

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| For some reason the OWA on this box doesn't seem to work properly.

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| Thanks for any help.

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