

Re: Problem with OWA

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg02092.html>

- *From:* "itan" <itanb@xxxxxxxxxxxxx>
 - *Date:* Tue, 16 Oct 2007 16:15:41 +0200
-

Solved!!!

ran the wizard and the problem was solved.

"Robert Li [MSFT]" <v-robali@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:jnIUUbo2HHA.5868@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Tony,

Thanks for your reply.

Based on my experience, mostly the issue is related to the IIS settings of SBS server. Please help me collect IIS log and Metabase for further research.

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,

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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: Problem with OWA
<thread-index: AcfZ6morJ5diRFKbRhG5EhVUN4IodQ==
<X-WBNR-Posting-Host: 207.46.192.207
<From: =?Utf-8?B?SWdvvg==?= <Igor@xxxxxxxxxxxxxxxxxxxxxxxx>
<References: <6C720E19-18D1-4D8A-83C6-A1246677BAF9@xxxxxxxxxxxx>
<1ouuu7Y2HHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: RE: Problem with OWA
<Date: Wed, 8 Aug 2007 11:32:03 -0700
<Lines: 224
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<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:55288
<NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
< Hi,
<
<Here is my response
<
<1. What is fulldomainname here, is that domain.com?
< YES

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< 2. Do all OWA users or some specific users have such issue?
< YES all users having this issue
< 3. Please logon OWA internally, will the same issue reoccur?
< YES
< 4. Do you have ISA installed?
< NO
<5. What important change did you make before the problem first occurred?
<
<RUN a Connect to Internet Wizard and switched from HTTP to HTTPS Form
Base
<Authentication. This is when issue started to occur.
<
<I Re-run the CEICW still same issue.
<
<
<
<"Robert Li [MSFT]" wrote:
<
<> Hello,
<>
<> Thanks for posting in our newsgroup.
<>
<> From your description, I know that when you logon OWA, you get error:
<>
<> You could not be logged on to Outlook Web Access. Make sure your
<> domain\user name and password are correct, and then try again
<>
<> This Is SBS 2003 with Exchange SP2. I found the article KBKB843539 but
not
<> able to install it because it is SP2.
<>
<> If you input fulldomainname\username, you can login successfully. If
that's
<> not right, please don't hesitate to let me know.
<>
<> Please let me the following to make the situation more clearly:
<>
<> 1. What is fulldomainname here, is that domain.com?
<> 2. Do all OWA users or some specific users have such issue?
<> 3. Please logon OWA internally, will the same issue reoccur?
<> 4. Do you have ISA installed?
<> 5. What important change did you make before the problem first
occurred?
<>
<> Step 1: Please rerun CEICW, this helps up configure network and
websites
<> correctly:
<>
<> 1. Click Start, click Server Management. Click To Do List and then
click
<> "Connect to the Internet". Click Next, and go through the Internet

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option.

- ◇ 2. Select Enable firewall and click Next.
- ◇ 3. On the Web Services Configuration page shows, make sure Outlook Web Access is selected. Click Next.
- ◇ Note: You can select other items according to your needs, for example:
 - ◇ Outlook Web Access, Business Website (wwwroot) and so on.
- ◇ 4. Go through the steps to finish the wizard.
- ◇
- ◇ More info:
 - ◇
 - ◇ 825763 How to configure Internet access in Windows Small Business Server 2003
 - ◇ <http://support.microsoft.com/?id=825763>
 - ◇
 - ◇ Step 2: 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 problem, please modify or add an SMTP address to the problematic user
 - ◇
 - ◇ 1. Determine the SMTP domain by examining the Mailboxes for SMTP domain value in the Exchange virtual directory that serves the SMTP domain. To do this, follow these steps:
 - ◇
 - ◇ a. Start Exchange System Manager.
 - ◇ b. Expand Administrative Groups, expand Servers, expand ServerName, expand Protocols, expand HTTP, expand Exchange Virtual Server, and then expand Exchange.
 - ◇ c. Right-click the Exchange virtual directory, and then click Properties.
 - ◇ d. Note the SMTP domain that is listed under the Mailboxes for SMTP domain box.
 - ◇
 - ◇ 2. Start the Active Directory Users and Computers snap-in.
 - ◇
 - ◇ 3. Locate the user account in the console tree, right-click the user account, and then click Properties. By default, a user is created in the user's organizational unit (OU), but the user can exist in more than one OU.
 - ◇
 - ◇ 4. Click the E-mail Addresses tab.
 - ◇
 - ◇ 5. To add an SMTP address for this user, click New, double-click SMTP

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- ◇ Address, and then type an address that matches the Mailboxes For SMTP
- ◇ domain value in the properties of the Exchange virtual directory that you
- ◇ obtained in step 1.
- ◇
- ◇ 6. To modify an existing SMTP address, click the address that you want to
- ◇ modify, click Edit, and then type an address that matches the Mailboxes for
- ◇ SMTP domain value in the properties of the Exchange virtual directory.
- ◇
- ◇ 7. Click OK two times.
- ◇
- ◇ For more information, please refer to:
- ◇
- ◇ HTTP 401 or 404 error messages when you access OWA implicitly or explicitly
- ◇ <http://support.microsoft.com/kb/293386>
- ◇
- ◇ If the problem persists, please help me collect the following for deep
- ◇ research:
- ◇
- ◇ 1 . Gather IIS log:
- ◇
- ◇ 1) Open IIS snap-in.
- ◇ 2) Right click Default Web Site and click Properties.
- ◇ 3) Uncheck the "Enable Logging" box and click Apply.
- ◇ 4) Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to a
- ◇ backup location.
- ◇ 5) Check "Enable Logging" box and click OK.
- ◇ f6)Run IISReset command.
- ◇ 7)Reproduce the problem and send the log file in
- ◇ C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.
- ◇
- ◇ 2. 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-robelt@xxxxxxxxxxxxxx with subject:
- ◇
- ◇ Please send the information to v-robelt@xxxxxxxxxxxxxx with subject:
- ◇ 40114106-Problem with OWA.
- ◇
- ◇ I am looking forward to hear from you.

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◇
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◇
◇ Best regards,
◇
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◇ -----
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◇ <thread-index: AcfZOvOVeo63Iwm8R9627K4aXUYGsw==
◇ <X-WBNR-Posting-Host: 207.46.193.207

