

RE: Vista Business (32 Bit) and Outlook Web Access – need help!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg03975.html>

- *From:* v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang [MSFT])
 - *Date:* Thu, 31 Jan 2008 02:53:50 GMT
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Hello Customer,

Thank you for posting here.

From your post, I understand that when attempting to reply emails in OWA, a window pops up with a red X. You tried right clicking it and choosing show picture, but it did not work.

I suggest you try following steps and check if it works:

I. Please install following update on the server:

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Update for Exchange 2003 (KB911829)
<http://www.microsoft.com/downloads/details.aspx?FamilyId=5BC06E8A-08EB-4976-BC68-A03EBE3A2552&displaylang=en&displaylang=en>

Additional information:

You receive an error message when you try to perform any editing tasks, or you must click to enable the compose frame in Outlook Web Access
<http://support.microsoft.com/kb/911829>

II. Ensure Exchange SP2 is installed on the server.

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If Exchange 2003 SP2 is not installed on the server, I suggest you install it first.

Exchange 2003 Service Pack 2
<http://www.microsoft.com/downloads/details.aspx?FamilyId=535BEF85-3096-45F8-AA43-60F1F58B3C40&displaylang=en>

Please kindly read information in the following link before installing SP2:

Microsoft Exchange Server 2003 Service Pack 2 Release Notes
http://download.microsoft.com/download/f/b/5/fb5c54af-fe5c-48e9-be97-f9e8207325ab/Ex_2003_SP2_RelNotes.htm

RE: Vista Business (32 Bit) and Outlook Web Access – need help!

In addition, to prevent data loss, before installing SP2, we suggest you make a complete backup of all of your Exchange data and make another complete backup of your Exchange data for your records after installing SP2.

Backing Up and Restoring Windows Small Business Server 2003

<http://go.microsoft.com/fwlink/?LinkId=49916>

More information:

Exchange Server 2003 SP2 Overview

<http://www.microsoft.com/exchange/downloads/2003/sp2/overview.mspx>

Exchange Server 2003 Service Pack 2: Frequently Asked Questions

<http://www.microsoft.com/exchange/downloads/2003/sp2/faq.mspx>

III. URLScan

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This problem can be caused by URLScan. URLScan will block certain messages with specific characters in the subject that results in 404. You may refer to following Knowledge Base Article for additional information:

The URLScan tool may cause problems in Outlook Web Access

<http://support.microsoft.com/?id=325965>

If this is the case, please try the steps in the following article to resolve such issue:

XCCC: IIS Lockdown and URLscan Configurations in an Exchange Environment

<http://support.microsoft.com/?id=309508>

VI. Clean IE cache on client computer:

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1. Click Start, Run, type: inetcpl.cpl and press Enter.
2. Select the General tab, and in the Temporary Internet files window, click Delete Cookies, and click OK.
3. In the same tab click Delete Flies, check the "Delete all offline contents" box and click OK.
4. Click the Programs tab, and click "Reset Web Settings".
5. Click the Advanced tab, and click "Restore Defaults".
6. Under the Advanced tab, uncheck Enable third-party browser extensions (requires restarting).
7. Click OK.

V. This is a known issue about some antivirus software, for example the Trend Micro eManager product with an anti-spam filter. Do you install any anti-spam and anti-virus software on SBS and client computer? I suggest you temporarily disable any anti-spam and anti-virus software on SBS and the client computer. Then test this issue.

VI. Some corrupted Exchange-related virtual directories may caused this issue. Please perform the following methods to re-create the

RE: Vista Business (32 Bit) and Outlook Web Access – need help!

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Exchange–related virtual directories in Internet Services Manager:

a. Download and install the IIS 6.0 Resource Kit Tools. To obtain the IIS 6.0 Resource Kit Tools, visit the following Microsoft Web site:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>

If you do not want to install all the IIS 6.0 Resource Kit Tools, click the Custom installation option to install only Metabase Explorer 1.6.

b. Start IIS Manager.

c. Back up the metabase. To do this, right–click Default Web Site, click All Tasks, and then click Save Configuration to a File. Type a filename for the file and click OK.

d. Expand Default Web Site, and then delete the following virtual directories: o Microsoft–Server–ActiveSync

OMA

Exadmin

Exchange

Public

ExchWeb

e. Start Metabase Explorer. To do this, click Start, point to All Programs, point to IIS Resources, point to Metabase Explorer, and then click Metabase Explorer.

f. Expand the LM key, right–click the DS2MB key, and then click Delete.

g. Close Metabase Explorer.

h. Restart the Microsoft Exchange System Attendant service to re–create the virtual directories in IIS.

Note: If the virtual directories are not re–created after 15 minutes, restart the server.

i. In IIS Manager, expand Default Web Site, right–click Exchweb, and then click Properties.

j. Click the Directory Security tab, and then click Edit under Authentication and access control.

k. Verify that only the Enable anonymous access check box is selected.

l. Right–click Default Web Site, and then click Stop.

m. Right–click Default Web Site, and then click Start.

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

1. Did OWA work properly before?

2. If you try to create a new email or forward an email, does the issue happen?

3. Does Outlook work properly?

4. Do you get the same issue on both internal clients and external clients?

RE: Vista Business (32 Bit) and Outlook Web Access – need help!

5. If you log on OWA on SBS server, does the issue happen?
6. Please create a new user account on SBS. Does this issue also happen on the new OWA account?
7. Please capture screenshots on the error page and send the pictures to me at v-mzhuan@xxxxxxxxxxxxxx
8. If it is convenient, could you please create a test account for me? So, I could try to check if this is a client side issue. If possible, please let me know the following information.

Public FQDN
Internal Domain Name
Test User account & Password

You may send the information to v-mzhuan@xxxxxxxxxxxxxx

9. 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.

10. 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-mzhuan@xxxxxxxxxxxxxx

Hope these steps are helpful.

RE: Vista Business (32 Bit) and Outlook Web Access – need help!

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Thanks and have a nice day!

Best regards,

Manfred Zhuang(MSFT)
Microsoft 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: Vista Business (32 Bit) and Outlook Web Access – need help!
| thread-index: Achips/LpFj/T8aqS1G/YUrMLm16+w==
| X-WBNR-Posting-Host: 207.46.192.207
| From: =?Utf-8?B?RmF0TWFu?=<FatMan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Vista Business (32 Bit) and Outlook Web Access – need help!
| Date: Tue, 29 Jan 2008 10:43:17 -0800
| Lines: 15
| Message-ID: <714DB4C4-FDE1-4DDC-824F-DCCDB557999C@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

RE: Vista Business (32 Bit) and Outlook Web Access – need help!

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| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2992
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:89359
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi all:

| I have three laptops running Vista Business (32 bit) that are having
| problems using Outlook Web Access (OWA). While the users can access/log
| into

| OWA and read their emails they are unable to reply. When they click on
| reply

| the return address and subject populate correctly but the "body" of the
| email

| only displays a blue background with a small white square with a red X in
| it.

| The original message is not displayed nor can the user type in anything.

| Yet when the user logs onto a WIN XP Pro machine and access the same
| email

| account OWA works like you would expect it to.

| Can anyone help me? All help is greatly appreciated.

| Thanks,

| FatMan

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