

Re: Exchange Virtual Directory 404 Not Found

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-02/msg03695.html>

- *From:* v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang [MSFT])
 - *Date:* Tue, 26 Feb 2008 10:45:21 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that you get a HTTP 404 error message when trying to access OWA. However, it works on RWW. If I have misunderstood the problem, please don't hesitate to let me know.

First, I would like to thank you for your pre-troubleshooting process and information to isolate this issue.

I. Based on my research, please perform the following steps to troubleshoot this issue:

1. Please make sure you are not using proxy when you use OWA. Check the proxy settings by click Internet Explorer -> Tools -> Internet Options -> Connection.
2. Open Internet Information Services Manager, right click on Exchange virtual directory, and click properties. In Local Path, please make sure you type in: <\\.\BackOfficeStorage\domain-name\MBX>
3. This problem is most likely caused by the firewall or URLScan. URLScan will block certain messages with specific characters in the subject that results in 404. You may refer to the 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>

4. If you installed firewall, let's temporarily disable it and test the issue again.

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5. Does the user have multiple email addresses? There is also a known issue if the user's primary email address does not match the default recipient policy. You can refer to the following Knowledge Base Article for more information:

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

II. If the issue persists, please use one of the following methods to re-create the Exchange-related virtual directories in Internet Services Manager, and then try again:

Method 1: Reset the HighWaterMarks

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
- o OMA
- o Exadmin
- o Exchange
- o Public
- o 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

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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.

Method 2: Use ADSUtil to delete the DS2MB key

- a. Follow steps a through c of the "Method 1: Reset the HighWaterMarks" section to back up the metabase.
- b. Expand Default Web Site, and then delete the following virtual directories:

- o Microsoft-Server-ActiveSync
- o OMA
- o Exadmin
- o Exchange
- o Public
- o ExchWeb

- c. Open a command prompt, type `c:\inetpub\adminscripts` , and then press ENTER.
- d. Type `adsutil` , and then press ENTER.

If CScript is not the default scripting host on this computer, you receive the following message:

This script does not work with WScript.
Click OK, click Yes to register CScript, click OK, and then click OK again.

Note If CScript is already the default scripting host, text that describes how to use the `Adsutil.vbs` tool appears.

- e. Type `adsutil delete ds2mb` , and then press ENTER.
- f. 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.

- g. In IIS Manager, expand Default Web Site, right-click Exchweb, and then click Properties.
- h. Click the Directory Security tab, and then click Edit under Authentication and access control.
- i. Verify that only the Enable anonymous access check box is selected.
- j. Right-click Default Web Site, and then click Stop.
- k. Right-click Default Web Site, and then click Start.

III. If the issue still persists, please help me collect the following information for further analysis:

- 1. Does the issue happen for all the users?
- 2. Does the issue happen on all the client workstations?

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3. If you use IE 6 to access OWA, what is the result?

4. Metabase

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1. Install MBExplorer by installing IIS 6 Resource Kit Tools:

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

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

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

e. Compress this mbk file and send it to me for analysis.

5. IIS logs

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a. Open IIS.

b. Locate Default web site. Right-click it and then click Properties.

c. Click to selected Enable logging and then click properties.

d. Click Advanced.

e. Click to select every checkbox here.

f. Click OK to close these windows.

g. Reproduce this issue and send the logs to me.

NOTE: The log files are located at %systemroot%\System32\LogFiles by default.

6. Exchange MPS Report

a) Please download the MPSRPT_Exchange.EXE from the following link and then run this tool to gather some information from the problematic computer:

<http://www.microsoft.com/downloads/details.aspx?familyid=cebf3c7c-7ca5-408f-88b7-f9c79b7306c0&displaylang=en>

b) Double-click on the MPSRPT_Exchange.EXE file.

[Note] This process may take some time; however, it will not have a negative effect on the performance.

c) A CAB file will be generated in the

%systemroot%\MPSReports\Setup\Reports\Cab directory called

%COMPUTERNAME%_MPSReports.CAB. The CAB file will contain the reports generated by the MPS Reporting Tool.

Please send these log files to my mailbox: v-mzhuan@xxxxxxxxxxxxx

I appreciate your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

Best regards,

Manfred Zhuang(MSFT)

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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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| From: whodaman <joeandsimone@xxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Re: Exchange Virtual Directory 404 Not Found
| Date: Mon, 25 Feb 2008 01:24:58 -0800 (PST)
| Organization: <http://groups.google.com>
| Lines: 64
| Message-ID:
<a23ffea3-dadc-4a63-a434-9c832d105186@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References:
<204e7e02-d344-4248-b3ab-4aa264d4cc61@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| <eJkvKmjDIHA.288@xxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 80.45.64.7
| Mime-Version: 1.0
| Content-Type: text/plain; charset=ISO-8859-1
| Content-Transfer-Encoding: 7bit
| X-Trace: posting.google.com 1203931498 12026 127.0.0.1 (25 Feb 2008 09:24:58 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxxxx
| NNTP-Posting-Date: Mon, 25 Feb 2008 09:24:58 +0000 (UTC)
| Complaints-To: groups-abuse@xxxxxxxxxx
| Injection-Info: c33g2000hsd.googlegroups.com; posting-host=80.45.64.7;

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| posting-account=oq_CvgoAAADm5XQRdFjkFrQKMPIED5dU
| User-Agent: G2/1.0
| X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US;
rv:1.8.1.12)
| Gecko/20080201 Firefox/2.0.0.12,gzip(gfe),gzip(gfe)
| Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!newsfeed0
0.sul.t-online.de!t-online.de!news.glorb.com!postnews.google.com!c33g2000hsd
..googlegroups.com!not-for-mail
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:94403
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| On Feb 23, 4:31 pm, "Larry Struckmeyer" <lstruckmeyer(at)mis-
| wizards(dot)com> wrote:
|> Hi:
|>
|> Must have been a change... I would normally suspect Service Pack 2 for
|> Windows. Can you look back at the updates and the event logs for the
time
|> period when the change occurred and let us know if any relevant changes?
|>
|> Also, run the BPA and check its results: Be sure to get the latest
version:
|>
|> Microsoft Windows Small Business Server 2003 Best Practices
Analyzer<http://207.46.19.190/downloads/details.aspx?familyid=3874527A-DE19-49...>
|>
|> Small Business Server 2003 Best Practices Analyzer
Updated<http://blogs.technet.com/sbs/archive/2008/02/20/small-business-server...>
...
|>
|> How to Use the Windows SBS 2003
BPA<http://blogs.technet.com/sbs/archive/2007/10/22/how-to-use-the-window...>
|>
|> ---
|> Larry
|>
|> "whodaman" <joeandsim...@xxxxxxxx> wrote in message
|>
|>
news:204e7e02-d344-4248-b3ab-4aa264d4cc61@xx
|>
|>> If anyone could help, it would be appreciated.
|>> I have Windows SBS 2003 R2 Premium Edition. I had OMA, ActiveSync,
|>> everything working fine and then suddenly one morning, it all stopped
|>> working. The main cause that I have found is that when accessing:
|>> <http://servername/ExchangeI> receive a404not found error. Therefore
|>> I cannot access OWA. However, I can access OWA when I login via
|>> <http://servername/Remote>.
|>> I have deleted and recreated the OWA virtual directories many times

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|>> and run the Internet Connection Wizard. All to no avail.
|>> When accessing <http://servername/OMA>, I am asked for login details.
|>> However, the eventlog gives the following error (in brief)
|>> The remote server returned an error: (404) Not Found.
|>> Source: Microsoft.Exchange.OMA.ExchangeDataProvider
|>
|>> <http://servername/exchange-404>
|>> <http://servername/remote-fine>
|>> <http://servername/oma>- "A System error has occurred while processing
|>> your request. Please try again. If the problem persists, contact your
|>> administrator" event log404.
|>> <http://servername/public-404>
|>
|>> If anyone has any ideas on how to tackle this, please let me know.

| I have checked my logs and there has been no change (which is
| surprising, I must admit).
| I ran BPA for Exchange and nothing is coming up to describe the
| problem there.

| For some clarification to maybe help a little more:
| On the server if I type into IE7.0: <http://localhost/exchange> or
| <http://servername/exchange> I get a 404.
| On the server if I type into Firefox 2.0 if I type
| <http://servername/exchange>
| the I get redirected to the exchweb virtual directory ("https://
| kohshinserver/exchweb/bin/auth/owalogon.asp?url=https://kohshinserver/
| exchange&reason=0" in my address bar) and the following message
| appears: "The system cannot find the file specified."

| The Exchange virtual directory points to:
| \\.\BackOfficeStorage\SMTP DOMAIN\MBX

| Thanks

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