

Mail Express Outlook Add-in user logon using Windows authentication fails with a (400) Bad request error

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, all versions

SYMPTOM

Mail Express Outlook Add-in user logon using Windows authentication fails with a (400) Bad request error.

CAUSE

Apache Tomcat, the web server used by Mail Express, imposes a limit on the size of the header of each HTTP request. The default limit is 8192 bytes. If the header of an HTTP request exceeds this limit (such as when a user has numerous AD accounts and group memberships), Tomcat closes the TCP connection, causing the authentication to fail.

WORKAROUND

Add the `maxHttpRequestSize` value to the first Connector in the **<Installation Directory>\conf\server.xml** file, as described below. The Mail Express Server service must be restarted for any changes to take effect.

To configure the Mail Express Server to allow a larger header size:

1. Shut down the Mail Express Server service.
2. Using a text editor such as Notepad, edit the configuration file "**<Mail Express Server Installation Directory>\conf\server.xml**"
3. Locate the SSL Connector definition XML Element by searching for the text "port=443". The element will be similar to:

```
<Connector address="192.168.1.58" port="443" protocol="HTTP/1.1"
connectionTimeout="20000" keepAliveTimeout="20000" enableLookups="true"
disableUploadTimeout="true" acceptCount="100" maxThreads="200" scheme="https"
secure="true" SSLEnabled="true" SSLProtocol="all"
SSLCipherSuite="ALL:!ADH:!SSLv2:!EXPORT40:!EXP:!LOW"
SSLCertificateFile="${catalina.home}\conf\MailExpress.crt"
SSLCertificateKeyFile="${catalina.home}\conf\MailExpress.key" SSLPassword="mailexpress"
SSLVerifyClient="none" SSLVerifyDepth="10"/>
```

4. Add the `maxHttpRequestSize` attribute into the "Connector" definition. For

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```
maxHttpHeaderSize="16384"
```

The number can range from 8192 to 65536. The resulting Connector definition should resemble the following example:

```
<Connector address="192.168.1.58" port="443" protocol="HTTP/1.1" connectionTimeout="20000"
keepAliveTimeout="20000" enableLookups="true" disableUploadTimeout="true" acceptCount="100"
maxThreads="200" maxHttpHeaderSize="16384" scheme="https" secure="true" SSLEnabled="true"
SSLProtocol="all" SSLCipherSuite="ALL:!ADH:!SSLv2:!EXPORT40:!EXP:!LOW"
SSLCertificateFile="{catalina.home}\conf\MailExpress.crt"
SSLCertificateKeyFile="{catalina.home}\conf\MailExpress.key" SSLPassword="mailexpress"
SSLVerifyClient="none" SSLVerifyDepth="10"/>
```

1. Save the changes to the file.
2. Start the Mail Express Server service.

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