

OWA error - A server configuration change is temporarily preventing access to your account

Q: OWA error - A server configuration change is temporarily preventing access to your account

- When trying to log in to OWA (<http://owa.mit.edu> or <https://owa.exchange.mit.edu/owa/>), the web page may show an error message.
- The error message says:

A server configuration change is temporarily preventing access to your account. Please close all Internet Explorer windows and try again in a few minutes. If the problem continues, contact your helpdesk.

Answer

This message can happen for multiple reasons; it may be necessary to try different steps to resolve it.

- A common cause is if the web browser becomes confused about which server to contact to find the needed mailbox; if this is the problem it can be fixed by clearing the browser's cache of temporary files.
See [How do I clear the browser cache?](#)
- Another cause can be if MIT's Exchange system has an old configuration for the affected user's mailboxes, people who have not logged into OWA since before the Oct 2011 upgrade are particularly susceptible to this problem.
[Contact IS&T](#) and cite the error message ("A server configuration change is temporarily..."); IS&T can check to see if the person's mailbox data is pointing at a too-old server, and fix it if needed.