

## RE: SBS 2003 Mobile Sync Problem

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*Source:*

<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz/2006-12/msg00011.html>

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- *From:* Stefan <[Stefan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Stefan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 1 Dec 2006 05:48:01 -0800
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Chace,

This is currently the only user that we have a mobile device for, it is a trial to see if we can push other units out there, so I don't know if any other units or users are affected.

If this account was corrupted as you suspect, would the OMA be able to work from the PDA. I am able to access OMA on the server through the browser of the PDA, it allows me to logon and access the exchange information for her account.

Stefan...

"chace zhang" wrote:

Hi,

Thank you for posting here.

According to your post, I understand that you get an ActiveSync issue.

As 0x85010014 is generic error code, this issue could be caused by various reasons. To get a clear picture on this issue, please let me know the following questions:

Does this issue occur on a specific account or multiple accounts?

Does this issue occur on a specific mobile device or multiple devices?

If this is a certain client issue, it is much possibly related to Exchange attribute of this specific user account.

Considering there are such a lot of Exchange attributes for one mail-enabled user, it is very hard and time-consuming for us to identify which one is the culprit of the issue. Based on our experience, the most efficient method to solve the issue is to reset all Exchange attributes for

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this corrupt user account. Basically, this will only take several minutes.

In detail, we could follow the steps below to export all the information in the mailbox of a specific user account as a .PST file, then remove the Exchange attribute of the problematic user object, and create a new mailbox, at last we can import .PST mails to the new mailbox. In the process, please rest assured that we can recover a regular mailbox without any loss in the content.

1. In Outlook, export all mails in Mailbox as .PST file.

Please follow the instruction below (Section: Exporting Personal Folder Data) to export all mails in the mailbox as .PST file.

287070 OL2002: How to Back Up, Restore, or Move Outlook Data  
<http://support.microsoft.com/?id=287070>

Please note the article is also applied to Outlook 2003.

2. Remove the Exchange Attribute for problematic user with corrupt Exchange Attribute.

- 1). In Exchange 2003 computer, launch Active Directory Users and Computers.
- 2). In the Users Container, right-click the user with corrupt attribute, click Exchange Task.
- 3). Click Remove Exchange Attribute and click Next to finish the process.

3. Run Cleanup Agent

- 1). In Exchange 2003 computer, launch Exchange System Manager.
- 2). Expand the mailbox store where the problematic mailbox is located, right-click the mailbox container, select Run Cleanup Agent.
- 3). Then you will see the problematic mailbox with a red X.

4. Create a new mailbox for the user.

- 1). In Exchange 2003 computer, launch Active Directory Users and Computers.
- 2). In the Users Container, right-click the user with corrupt attribute, click Exchange Task.
- 3). Click Create a new Mailbox and select Mailbox Store for the new mailbox, click Next to finish the process.

5. After that, access mailbox by ActiveSync again and verify whether the issue disappears. If the issue disappears, you can create a new user profile as the instruction in the following article, and follow article 287070 above to import the PST file in Outlook.

829918 How to create a new e-mail profile in Outlook 2003  
<http://support.microsoft.com/?id=829918>

If this issue occurs on all accounts in your domain, it happens when the

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authentication method is not configured correctly in ActiveSync, OMA and Exchange/Exchange–OMA virtual directory.

Please verify Authentication settings by the following steps.

For Exchange–oma virtual directory:

1. Open IIS Manager
2. Open properties of virtual directory Exchange–oma
3. Select Directory Security tab
4. Select Edit in Authentication and access control box. Make sure the authentication setting as below:

Authentication Methods

Enabled Basic authentication

Enabled Integrated Windows authentication Disabled anonymous access

For OMA virtual directory and Microsoft–Server–ActiveSync virtual directory:

1. Open IIS Manager
2. Open properties of OMA virtual directory and Microsoft–Server–ActiveSync virtual directory respectively.
3. Select Directory Security tab
4. Select Edit in Authentication and access control box. Make sure the authentication setting as below:

Authentication Methods

Uncheck Enable anonymous access

Uncheck Integrated Windows authentication Check Basic authentication

After that, please restart the IIS Admin Service (services.msc) and then verify the issue.

In addition, please refer to the following information to double–check these settings:

1. Re–run the CEICW, ensure to check the OMA (Outlook Mobile Access) option in the "Web Services Configuration" page, this will configure the System to allow OMA and "Server ActiveSync" access from the Internet.

When running the CEICW, on the "Web Server Certificate" page select "Create a new Web server certificate" and type your FQDN in the "Web server name" box. Note that the FQDN must be the same name that you use to connect to the Web site from the Internet. For example, if the URL that you use to connect to OWA is <https://mail.contoso.com/exchange>, type "mail.contoso.com" (without the quotation marks) in the "Web server name" box.

2. Install the SBS Self–Signed Certificate into PDA, and then try again:

Configuring Self–Signed Certificates

This section provides guidance on copying and installing the self–signed

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certificates created by Windows SBS onto the mobile device. For multiple mobile devices, you will need to install the certificate on each device. Because the certificate would already be installed on the Windows SBS server, no additional configuration needs to be done on the server.

### Copying the Certificate File to the Device

Perform the following steps to copy the certificate file to the mobile device:

- a. Log on to a client computer that has ActiveSync 4.1 installed.
- b. Connect the Windows Mobile device to the computer. You do not need to establish a partnership; you can simply connect in guest mode.
- c. Open Windows Explorer and navigate to <\\WindowsSBSServerName\ClientApps\SBScert>.
- d. Right-click the certificate (.cer) file in the SBScert folder and click Copy.

Note: If your Windows SBS Server is running ISA Server, there may be more than one certificate in the folder. Select the one named ISACert.cer.

- e. Navigate to Mobile Device under My Computer. By default, the contents of the My Documents folder on the device are displayed.
- f. Right-click the content area and click Paste to copy the certificate file to the device.

### Installing the Certificate on the Device

Perform the following steps to install the certificate:

- a. On the Windows Mobile device, open File Explorer (for Pocket PCs) or File Manager (for Smartphones).

Note: File Explorer is present at Start\Programs on Pocket PCs. File Manager is present at Start\More on Smartphones.

- b. Find the certificate file you just copied to the My Documents folder on the device and run the file by either tapping the file name or pressing ENTER while the file is selected.
- c. Click Yes on the confirmation message box to install the certificate. If you receive no error messages, the certificate is installed successfully. If you receive an error and the certificate is not installed, you will need to use an external utility to install the certificate on the device. To install the certificate using this external utility, perform the following steps:
  - 1). On the client computer, download smartphoneaddcert.exe from the following URL:  
<http://support.microsoft.com/?id=841060>  
If a signed version of smartphoneaddcert by your mobile operator is available from this link, download the signed version.

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Further more, this issue could also be caused by the Firewall, to by pass this, I would like to suggest that you put the mobile device on the cradle which is connected to the client workstation in the internal network.

If the issue still persists, please send me the IIS Metabase. You can collect Metabase by using mbexplorer.

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

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

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

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

d. Compress this mbk file and send it to me

Please also collect the IIS log on Exchange Server so that I can perform further research:

- 1). On SBS Server, open IIS MMC, right click Default Web Site and then click Properties.
- 2). Click Website tab and then check Enable logging.
- 3). Stop the Default Website and RENAME the existing IIS log files under C:\WINDOWS\system32\LogFiles\W3SVC1.
- 4). Restart the Default Website and reproduce the problem, which will generate new IIS log file with the exact error.
- 5). Wait for a while so that IIS Log can be synced. And then go to the following folder on Exchange Server: C:\WINDOWS\system32\LogFiles\W3SVC1.
- 6). Send me the log files to my working email address v-chacez@xxxxxxxxxxxxxxx And please let me know the alias of the user who encountered the issue.

I appreciate your time and effort. If anything is unclear, please feel free to let me know. Have a great day!

Best Regards,

Chace Zhang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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RE: SBS 2003 Mobile Sync Problem

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: "Stefan Hellersperk" <shellersperk@xxxxxxxxxxxxxxxxxxxx>  
| Subject: SBS 2003 Mobile Sync Problem  
| Date: Thu, 30 Nov 2006 17:59:53 -0500  
| Lines: 9  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2869  
| X-RFC2646: Format=Flowed; Original  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2869  
| Message-ID: <e2n0BNNFHHA.3212@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.backoffice.smallbiz  
| NNTP-Posting-Host: rrcs-24-106-219-6.se.biz.rr.com 24.106.219.6  
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.backoffice.smallbiz:23  
| X-Tomcat-NG: microsoft.public.backoffice.smallbiz  
|  
| I have a Mobile 5 PDA that I cannot seem to get to sync with My SBS 2003  
| /  
| Exchange 2003. I am getting an error 0x85010014.  
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| --  
| Stefan Hellersperk  
| ACS Computer Services Inc.  
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