

Exchange ActiveSync error 85010001 – "Your account in microsoft exchange server does not have permission to synchronize with your current settings. Contact your Exchange Server administrator"

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-08/msg02941.html>

- *From:* Joseph Keegan <jkeegan123@xxxxxxxxxx>
 - *Date:* Wed, 16 Aug 2006 05:17:32 -0400
-

I've had this issue with a Treo 700w for several days, and have tried many suggested methods to resolve. These included:

- Setting a new exchange-oma virtual directory for syncing
- Enabling / Disabling form based authentication
- Verifying OMA was working correctly
- Trying with / without SSL (enabling / disabling ssl as an option for /exchange virtual directory)

All of the suggested resolutions in many of the forums had limited success with many of the posters / forum participants. I wanted to get it out to everyone just how I managed to get this working, to hopefully save them some time and headaches. NONE of the suggested methodologies that were found from search engine results fixed the issue.

Finally, after trying countless suggestions from other Exchange administrators found via google and other search engine searches, I did a comparison with another Exchange organization, directory for directory, in the IIS Admin. What I found was interesting....

The "Microsoft-Server-ActiveSync" virtual directory had different permissions set on one server (the one that worked) vs. another (the one that has been problematic).

What I found was that on the "Directory Security" tab, under "Authentication and Access control", "INTEGRATED WINDOWS AUTHENTICATION" was checked on the system that was NOT working, but was NOT CHECKED on the system that WAS working.

I unchecked the option on the problematic server, tried a resync from

001 – "Your account in microsoft exchange server does not have permission to synchronize with your current settings. Con

the mobile device, and EVERYTHING WORKED PERFECTLY. It's amazing to me that a small checkbox with such a seemingly innocuous affect could cause me so many issues over the past few days, so again, I HOP THAT THIS SAVES SOMEONE SOME TIME AND HEADACHE.

In summary: Exchange ActiveSync error 85010001 – "Your account in microsoft exchange server does not have permission to synchronize with your current settings. Contact your Exchange Server administrator" was resolved by UNCHECKING "Integrated Windows authentication" in the "Authentication and access control" option of the "Directory Security" tab of the "Microsoft–Server–ActiveSync" virtual directory, as accessed through the ISM.

–Joseph Keegan
Senior Network Engineer
Constructure Technologies, LLC
<http://www.constructuretech.com>
jkeegan123@xxxxxxxxxx