

Re: Outlook Problem with Exchange

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.applications/2006-07/msg00011.html>

- *From:* "Ward Flowers (MSFT)" <wardf@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 12 Jul 2006 17:50:59 -0500
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Another link

314825 How to Troubleshoot Black Hole Router Issues

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;314825>

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Ward Flowers (MSFT)

Microsoft Exchange Support Engineer

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"cbrunet" <darthkorn@xxxxxxxxxx> wrote in message

<news:1152738068.579463.52320@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

I appreciate your quick response. We will attempt to do some netmon traces tomorrow to more accurately detect the problem. Some other little tidbits that were found today:

-Telnetting to Port 80 does indeed work from these client machines to Exchange.

-Connecting to the server through the web (http://<server_name>/) does NOT (though it does on PC's on our regular network, just not at this satellite site that again are VPN'd through SoHo Firewalls).

Are there other specific ports that would definitely be open on the Exchange server that we can test with?

Also, I might not have made this clear in my initial post, but this setup has been working for years now. I just got a call on Monday stating that users had stopped receiving email the previous Friday, which we've had a problem with our external mailserver kernel panicking in the past. This just was not the case this time.

Thanks again.

-Curtis Brunet

Ward Flowers (MSFT) wrote:

If outlook is having a problem connecting if could be any piece of the

Re: Outlook Problem with Exchange

RPC

connectivity to Exchange. The connection to the GC for Directory access, the Connection to the mailbox store on the Exchange box which is not a set

port unless it is hardcoded, and the same for the connection to system folders and public folders sometimes on the same public store and sometimes

various public stores share this role. If this were a support call I would

likely began with netmon traces from the client and server seeing what communications were failing and why. Tools like rpc ping can test specific

ports, see what ports the Information store is listening on etc, etc..

You may try other workarounds though if you have HTTP access---OWA or RPC

over HTTPS. This might simplify ports that need to be open but you would have to configure the service on Exchange. some great whitpaers on deployment are in the technical resources at microsoft.com/exchange.

Anyway, with some network tracing and a resource that can read through netmons, you could likely narrow the problem down. As always we at MS Product Support are available to help if you want to give us a call we can

help with capturing and analyzing the data.

<http://support.microsoft.com/oas/default.aspx?ln=en-us&prid=6001&gprid=35178>

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Microsoft Exchange Support Engineer

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"cbrunet" <darthkorn@xxxxxxxx> wrote in message
news:1152716161.766995.153260@xx

Players:
Exchange 2003
Windows Server 2003 Standard

Problem:
Users of a sattelite site connecting through a wireless connection cannot utilize a local Outlook (as it errors out with not being able to connect to the Exchange Server), nor can they RDP to the Exchange server. Network connections everywhere else work fine.

Re: Outlook Problem with Exchange

They can RDP to any other server running the same/different OS's. Can connect to virtual servers and open Citrix sessions just fine. They can also ping the Exchange server and name resolve it just fine. No recent change can be recalled being made, though it doesn't mean that one was not done.

Cliffs:

- Cannot connect to Exchange server from Outlook to receive email.
- Cannot connect to Exchange server via RDP
- CAN ping the Exchange server (there's some connectivity)
- CAN do a "Check Name" in Outlook to resolve their mailbox (there's more connectivity)
- Users everywhere else use the Exchange Server no problem (nothing wrong with Exchange)
- Users can connect to Citrix and use Outlook through Citrix no problem (nothing wrong with their mailbox/accounts)

My Thoughts:

Now, the wireless setup is more than problematic. It's really two big antennas that connect two buildings. On each side, before the switch, is a SoHo Firebox. All the rules are still the same as they were, and no recent change has been made to any of the firewalls to make me think that would be the case, but I am not ruling it out. That is really the only thing that I could see causing problems, other than that, I am at a complete loss. Firewall on their end has been reset to no avail. Firewall on our end (a little harder to do) is scheduled to go down tonight momentarily to see if that is it.