

## kms problems... or is it?

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.general/2005-01/0349.html>

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Recently one of my clients email encryption expired and when we tried to renew her certificate we get the standard error "The message from the Microsoft Exchange Key Management Server could not be processed. Contact your administrator for a new security token, and set up advanced security again." I have tried to enroll other accounts and they all get the same message if they are new or current users. We did have this problem in the past and it was related to the CA having an expired cert. I checked this and the cert is fine and I even renewed it to be safe.

I get the error below in the app log of the Exchange/KMS server with and event ID: 5005 with a source of MExchangeKMS when trying to enable Advanced Security. (this is a brand new test account I have created)

Mailbox "o=xxxxxx, ou=xxxxxx, cn=recipients, cn=testuser" has failed being enabled or recovered.

I was able to renew another CA from the main CA that the KMS talks to and I can renew certs for websites on our internal network... just the exchange that is giving us problems...

Any help you could provide would be greatly appreciated.