

## RE: Need help with IM and Ex2k!

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.misc/2004-06/0148.html>

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**From:** Alan Sun [MSFT] (v-asun\_at\_online.microsoft.com)

**Date:** 06/18/04

Date: Fri, 18 Jun 2004 05:42:04 GMT

Hi Jim,

I noticed this thread is duplicated with another post. I have replied in the original session. If you need further help, please post back in the original one. For your convenience, I have pasted my response as follows.

Thanks & Regards  
Alan Sun  
Microsoft Online Partner Support

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

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Newsgroups: microsoft.public.exchange2000.general  
From: v-asun@online.microsoft.com (Alan Sun [MSFT])  
Date: Fri, 18 Jun 2004 05:33:54 GMT  
Subject: RE: Windows Messenger rejects users credentials..

Hi Jim,

Thanks for posting here.

According to the current situation, I suggest you perform the following steps to troubleshoot the issue.

1. First, please refer to the following Knowledge Base (KB) article to query the RVP record on your DNS server from the log on client computer:

285131.KB.EN-US XCCC: How to Verify an RVP Record with Nslookup

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<http://support.microsoft.com/default.aspx?scid=KB:EN-US:285131>

If the RVP record doesn't exist or is not set up correctly, please refer to article 266643 to recreate your IM server. For your convenience, I've included the link below:

266643.KB.EN-US XADM: How to Install Instant Messaging Serv  
<http://support.microsoft.com/default.aspx?scid=KB:EN-US:266643>

NOTE: Please make sure that "Host offering this service" is the same as the FQDN that was displayed when you created the Instant Messaging virtual server.

2. If you have enabled SSL on the InstMsg Virtual Directory, please temporarily disable it to see if the problem ceases.
3. If the problem persists, please reproduce the log on issue and save the latest log file in the folder drive\_letter\Winnt\System32\Logfiles\W3svc(x) (where drive\_letter is the letter of the hard disk and x is the number of the Web site (for example, 1 = default, 2 = administration Web site, 3 = first manually created Web site, and so on).

266754.KB.EN-US XADM: How to Configure Instant Messaging Logging  
<http://support.microsoft.com/default.aspx?scid=KB:EN-US:266754>

In addition, please try to test the issue with proper working account on a workstation in problem. Also, on a proper working client try to log on with a problematic account.

Hope this helps. Have a good day!

Thanks & Regards  
Alan Sun  
Microsoft Online Partner Support

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