

Re: Need Help ActiveSync 4.2 + exchange 2003 sp2 on SBS 2003 premium sp1

Source:

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-09/msg00059.html>

- *From:* "Chris De Herrera" <spam@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 4 Sep 2006 19:34:35 -0700
-

Hi,
Those are all the known solutions. When you figure this one out, please let me know what fixed it.

—
Chris De Herrera
<http://www.pocketpcfaq.com>
<http://www.tabletpctalk.com>
<http://www.pocketpctalk.com>
<http://www.mobilitytalk.com>

ActiveSync 4.x Troubleshooting Guide –
<http://www.pocketpcfaq.com/faqs/activesync/tshoot-as4x.htm>

"Miguel Jamous" <Miguel.Jamous@xxxxxxxx> wrote in message
news:e23CrrD0GHA.1300@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thanks Chris,

but no help for me, already try all that.

Bye,

"Chris De Herrera" <spam@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:%23oLFYmC0GHA.2300@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi,
Here's a list of the errors that are known for Exchange ActiveSync –
http://www.pocketpcfaq.com/faqs/activesync/exchange_errors.php

The solutions are:

"1. To enable Integrated Windows Authentication on the Exchange virtual root

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2. Re-enable Kerberos on the Exchange server by following the instructions in the KB Article 215383. HOW TO: Configure IIS to Support Both Kerberos and NTLM Authentication
3. If you are using Exchange 2003 on Windows 2000, obtain the hot fix outlined in KB 329938 by calling Microsoft Product Support Services.
4. Attempt sync later.
5. Reduce the group membership or obtain the QFE fix outlined in KB 818526 by calling Microsoft Product Support Services.
6. Add a registry key. Use Regedt32 and locate HKLM\System\CurrentControlSet\Services\MasSync\Parameters. Under the Parameters key create a Reg_SZ value called SMTPProxy. Set the value to the domain defined by the default recipient policy. For example, Microsoft.com. Restart the IIS Admin service. If you are using a front-end/back-end configuration this registry key needs to be added on the front-end server.
7. To configure the Exchange virtual directory to not require SSL
8. Configure Windows SharePoint to use Kerberos authentication by following the steps in KB 832769 HOW TO: Configure Windows SharePoint Services to Use Kerberos Authentication
9. Try to delete items in your mailbox to bring it within limits or contact your Exchange administrator to change the limits on your mailbox.
10. Uncheck anonymous authentication on the Microsoft-Server-ActiveSync virtual directory on the server. Basic authentication should be enabled.
11. See KB 817379: Exchange ActiveSync and Outlook Mobile Access errors occur when SSL or forms-based authentication is required for Exchange Server 2003 if you are using SSL or forms-based authentication.
12. Change the IIS Default Web Sites\Exchange-Oma virtual server IP address to deny all except the server's new IP address."

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Chris De Herrera

<http://www.pocketpcfaq.com>

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<http://www.mobilitytalk.com>

ActiveSync 4.x Troubleshooting Guide –

<http://www.pocketpcfaq.com/faqs/activesync/tshoot-as4x.htm>

"Miguel Jamous" <Miguel Jamous@xxxxxxx> wrote in message
<news:OavY%23DC0GHA.2036@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Hello,

I Cannot synchronised my Pocket pc WM5.0 with exchange.
Authentication
works perfectly according to my logs in IIS but then i get
HTTP 500.

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Logs:

IIS:

2006-09-04 11:56:32 W3SVC1 SERVER 10.0.1.4

OPTIONS

/Microsoft-Server-ActiveSync

User=user&DeviceId=CBC09CE8F6DFAB3872112361AF552458&DeviceType=PocketPC&

443 domain\user194.7.1.5 HTTP/1.1 MSFT-PPC/5.1.2301 -

- domain.be 200 0

0 606 391 0

2006-09-04 11:56:33 W3SVC1 SERVER 10.0.1.4

PROPFIND

/exchange-oma/user@xxxxxxxxx/NON_IPM_SUBTREE/Microsoft-Server-ActiveSync/Poc

- 80 - 10.0.1.4 HTTP/1.1

Microsoft-Server-ActiveSync/6.5.7638.1 - -

domain.be 401 1 64 0 424 15

2006-09-04 11:56:33 W3SVC1 SERVER 10.0.1.4 POST

/Microsoft-Server-ActiveSync

User=user&DeviceId=CBC09CE8F6DFAB3872112361AF552458&DeviceType=PocketPC&

443 domain\user 194.7.1.5 HTTP/1.1 MSFT-PPC/5.1.2301

- - domain.be 500 0

0 332 462 15

WM5.0:

== Build 14957 ==

== No XIP Information Available ==

domain.be

== [1/9/2006 15:39:18.0] ==

== Client Request ==

OPTIONS

Microsoft-Server-ActiveSync?User=user&DeviceId=CBC09CE8F6DFAB3872112361AF55

Accept-Language: en-us

MS-ASProtocolVersion: 2.5

X-MS-PolicyKey: 0

== Start of Body ==

== [1/9/2006 15:39:19.0] ==

== Server Response ==

HTTP/1.1 200 OK

Connection: close

Content-Length: 0

Date: Fri, 01 Sep 2006 13:39:21 GMT

Server: Microsoft-IIS/6.0

MicrosoftOfficeWebServer: 5.0_Pub

X-Powered-By: ASP.NET

Pragma: no-cache

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Public: OPTIONS, POST
Allow: OPTIONS, POST
MS-Server-ActiveSync: 6.5.7638.1
MS-ASProtocolVersions: 1.0,2.0,2.1,2.5
MS-ASProtocolCommands:
Sync,SendMail,SmartForward,SmartReply,GetAttachment,GetHierarchy,CreateCollection,De

--==-- Start of Body --==--

==-- [1/9/2006 15:39:19.0] ==--

==--== Client Request ==--==

POST

Microsoft-Server-ActiveSync?User=user&DeviceId=CBC09CE8F6DFAB3872112361AF55

Accept-Language: en-us

MS-ASProtocolVersion: 2.5

Content-Type: application/vnd.ms-sync.wbxml

X-MS-PolicyKey: 0

--==-- Start of Body --==--

```
<?xml version="1.0" encoding="utf-8"?><FolderSync
xmlns="FolderHierarchy:"><SyncKey>0</SyncKey></FolderSync>
```

==-- [1/9/2006 15:39:20.0] ==--

==--== Server Response ==--==

HTTP/1.1 500 Internal Server Error

Connection: close

Content-Length: 56

Date: Fri, 01 Sep 2006 13:39:22 GMT

Content-Type: text/html

Server: Microsoft-IIS/6.0

MicrosoftOfficeWebServer: 5.0_Pub

X-Powered-By: ASP.NET

Pragma: no-cache

MS-Server-ActiveSync: 6.5.7638.1

What I checked already :

1. All devices are not working, we have 3 in the organisation, all different brands
2. OWA is working perfectly, no certificate error
3. OMA is working perfectly, no certificate error
3. Went through KB 817379 step by step, no succes.
4. Remove and redo the association completely with the devices.
5. ActiveSync synchronisation is working perfectly with outlook 2003.

6. Enable Kerberos on the Exchange server by following the instructions in the KB Article 215383. HOW TO: Configure IIS to Support Both Kerberos and NTLM Authentication.
7. Add a registry key. Use Regedt32 and locate HKLM\System\CurrentControlSet\Services\MasSync\Parameters. Under the Parameters key create a Reg_SZ value called SMTPProxy. Set the value to the domain defined by the default recipient policy. For example, domain.be. Restart the IIS Admin service
8. To configure the Exchange virtual directory to not require SSL, in sbs2003 exchange-oma is the virtual server
9. Configure Windows SharePoint to use Kerberos authentication by following the steps in KB 832769 HOW TO: Configure Windows SharePoint Services to Use Kerberos Authentication
10. Try to delete items in your mailbox to bring it within limits or contact your Exchange administrator to change the limits on your mailbox.
11. Uncheck anonymous authentication on the Microsoft-Server-ActiveSync virtual directory on the server. Basic authentication should be enabled.
12. no certificate to import since we are working with real and official certificates.
13. Isa server 2004 has sp2
14. Since this a SBS 2003, did the connect to internet wizard several times, no success.
15. Also I have adjusted the isa firewall client.
16. Device have all internet connections through GPRS or cradle.
17. HTTP server is available de-select sync items (Inbox, Contacts, Calendar, Tasks) and re-select them to reset the sync key.

Problems are :

ActiveSync setup properly on the pc with no errors of logging and https, only the synchronisation failed with errors: ActiveSync encountered a

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problem on the server support Code: 85010014.

Does anybody has more diagnostics tools or any idea ?

Thanks,
Miguel