

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

Source:

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-09/msg00061.html>

- *From:* "Miguel Jamous" <Miguel.Jamous@xxxxxxx>
 - *Date:* Tue, 5 Sep 2006 13:16:35 +0200
-

Hi,

Thanks for your answer.

But if I do what you tell me below, I cannot setup activesync to connect to the exchange. I get an error that there is no exchange at the address i give.

I have also deleted the virtual directory exchange-oma and i have recreated follow article KB 817379.

Still no succes

I don't get any error message in the event log of the server

I don't think it is an authentication error, but it seem that active sync cannot access the exchange-oma or exchange virtual server.

Thanks,
Miguel

"ASP" <ASP@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:97DCAF30-3690-4328-AA1B-E25CC7B73E80@xxxxxxxxxxxxxxxxxxxx>

Hi,

I was getting the same error on my iPAQ (HTTP_500), this worked for me:(do the following on the server where the mailbox that you are trying to sync is located)

<http://support.microsoft.com/kb/817379/>

If you are using windows 2000 server and not 2003 then use metaedit.exe to create the new "exchange-oma" V Dir in IIS.

After you have done the above, make sure that the following directories have the following access in IIS:

/exchange: Integrated and Basic ONLY.

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/exchweb: Anonymous ONLY.
/exadmin: Integrated ONLY.
/OMA: Basic ONLY.
/Microsoft-Server-ActiveSync: Integrated and Basic ONLY.
/exchange-oma: Integrated and Basic ONLY.

Then restart the IIS Admin service and try the sync.

Let me know if it works.

"Chris De Herrera" wrote:

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@xxxxxxx> 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
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

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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>

<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@xxxxxxx> wrote in message

news:OavY%23DC0GHA.2036@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hello,

I Cannot synchronised my Pocket pc WM5.0 with exchange.

Authentification works perfectly according to my logs in IIS but then i get HTTP 500.

Logs:

IIS:

2006-09-04 11:56:32

W3SVC1 SERVER 10.0.1.4

OPTIONS

/Microsoft-Server-ActiveSync

User=user&DeviceId=CBC09CE8F6DFAB3872112361AF552458&DeviceT

443 domain\user194.7.1.5

HTTP/1.1

MSFT-PPC/5.1.2301 --

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```
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-
- 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&DeviceT
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=CBC09CE8F6DFAB38
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
```

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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
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,Crea

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

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

--==

==--== Client Request

==--==

POST

Microsoft-Server-ActiveSync?User=user&DeviceId=CBC09CE8F6DFAB38

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

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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.

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Problems are :

ActiveSync setup properly
on the pc with no errors of
logging and
https,
only the synchronisation
failed with errors:
ActiveSync encountered a
problem on the server
support Code: 85010014.

Does anybody has more
diagnostics tools or any idea
?

Thanks,
Miguel