

RE: Support Code 0x80072F17

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg04936.html>

- *From:* v-chayan@xxxxxxxxxxxxxxxxxxxxxx ("Charles Yang [MSFT]")
 - *Date:* Fri, 30 Dec 2005 01:39:07 GMT
-

Hi,

Thanks for your updates.

If I understand correctly, you use the SSL for OMA connection, as I know we do not support to use SSL to connect to OMA, please disable any of the SSL connection between Exchange and PDA, it should be the root cause of the issue, you need to disable the SSL connection (use basic authentication) for all the OMA related VD, please refer to the KB article I referred in my last reply, for the registry issue, it should be changed on the SBS server.

Thanks for your effort here.

Best regards,

Charles Yang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

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RE: Support Code 0x80072F17

different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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| Thread-Topic: Support Code 0x80072F17
| thread-index: AcYMZwTjGYLiuTh0Q66v8nohukWjqw==
| X-WBNR-Posting-Host: 82.68.131.206
| From: =?Utf-8?B?QUJD?= <ABC@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <B09A0558-677B-42AA-AD19-171E384E963C@xxxxxxxxxxxx>
<IKv81ldBGHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>
<B6246857-E1BC-4244-9191-C679DFBACDB3@xxxxxxxxxxxx>
<NMfKdkbCGHA.3992@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: Support Code 0x80072F17
| Date: Thu, 29 Dec 2005 03:00:02 -0800
| Lines: 326
| Message-ID: <C14F6DFB-0343-48B6-AB01-2D389D292033@xxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
| Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
| Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:232920
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Dear Charles

| Thanks for your response posted on Christmas Day – hope you managed to get some time not working.

RE: Support Code 0x80072F17

| In answer to your questions.

| 1. Yes I can browse from the PDA to <https://servername/OMA> – I get the
| accept certificate dialogue screen, and I accept the certificate. I then
| key
| in my username and password and I get the Outlook menu.

| 2. The article you refer to talks about altering the registry – is this
| on
| the server or the PDA?

| Thanks for your help, Anthony

| --
| Anthony Capstick
| www.instant-search.com
| UK

| ""Charles Yang [MSFT]"" wrote:

| > HI,

| >

| >

| > Thanks for updates.

| >

| > From your description, I understand that when you configure the PPC you
| > encountered problem 0x85030022.

| >

| > Based on my research, I suggest you follow my steps below to check it:

| >

| > 1. Can you brose the OMA from your PPC? You can browse it via

| <http://server>

| > name/OMA to see what is the result.

| > 2. Please also follow the KB article below to check your authentication

| > setting on the Exchange VD.

| >

| > 817739 Exchange ActiveSync and Outlook Mobile Access errors occur when
| SSL

| > or

| > <http://support.microsoft.com/default.aspx?scid=KB;EN-US:817379>

| >

| > I appreciate your time here, please post back when you are free. Thanks

| > again for your effort.

| >

| >

| >

| > Best regards,

|>
|> Charles Yang (MSFT)
|>
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|>
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RE: Support Code 0x80072F17

|> | Thread-Topic: Support Code 0x80072F17
|> | thread-index: AcYHskIzCAGAiBRKRaOPnFMpKrPo6w==
|> | X-WBNR-Posting-Host: 82.68.131.206
|> | From: =?Utf-8?B?V2Fq?= <Waj@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> | References: <B09A0558-677B-42AA-AD19-171E384E963C@xxxxxxxxxxxx>
|> | <IKv811dBGHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: RE: Support Code 0x80072F17
|> | Date: Fri, 23 Dec 2005 03:16:02 -0800
|> | Lines: 173
|> | Message-ID: <B6246857-E1BC-4244-9191-C679DFBACDB3@xxxxxxxxxxxx>
|> | MIME-Version: 1.0
|> | Content-Type: text/plain;
|> | charset="Utf-8"
|> | Content-Transfer-Encoding: 7bit
|> | X-Newsreader: Microsoft CDO for Windows 2000
|> | Content-Class: urn:content-classes:message
|> | Importance: normal
|> | Priority: normal
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
|> | Path:
TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
|> | Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:232169
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | Hi Charles.
|> |
|> | im working on this issue qith Anthony.
|> | I am now getting the following error code:0x85030022
|> | The server you are synchronizing with is not an exchange server, or
is
|> | running incompatible software.
|> | --
|> | Thanks.
|> | Waj Shah
|> |
|> |
|> | ""Charles Yang [MSFT]"" wrote:
|> |
|> |> | HI Anthony,
|> |> |
|> |> | Welcome to SBS newsgroup.
|> |> |
|> |> | Issue description:
|> |> | =====
|> |> |
|> |> | I understand that you encountered 0x80072F17 error when sync the
PDA
|> | with
|> |> | SBS server.

|> |>
|> |> Analyzing and suggestion:
|> |> =====
|> |>
|> |> Generally speaking, the error might be related with certificate
issue,
|> |> before we go any further, please double confirm that you have
|> configured
|> |> your PPC correctly, please disable the SSL connection between the
|> Exchange
|> |> and PDA. Although the following setting is for Mobile 2003, you can
|> also
|> |> use it for Mobile 5.0 as test.
|> |>
|> |> As I know if you want to connect your PPC to Exchange server, by
|> default
|> |> the SSL will be disabled, so you do not need to use certificate.
You
|> can
|> |> refer to following section for my suggestions:
|> |>
|> |> When running CEICW, ensure to check the OMA (Outlook Mobile Access)
|> option
|> |> in the "Web Services Configuration" page, this will configure the
|> System to
|> |> allow OMA and "Server ActiveSync" access from the Internet. Note
that
|> |> if
|> |> you installed ISA on the SBS 2K3, please do run CEICW again to
re-allow
|> |> OMA.
|> |>
|> |> The client host machine must be configured using the SBS Set Up
|> Computer
|> |> Wizard. During the Set Up Computer Wizard, the option to install
|> ActiveSync
|> |> 3.7 must be configured as well. If this is pushed to the client
|> machine,
|> |> then there will be an option in the Start Menu called Mobile Device
|> |> Configuration. Then, it should be able to provision your phone or
PPC
|> |> so
|> |> that the Server ActiveSync works.
|> |>
|> |> Exchange 2003: Disable Certificate Verification
|> |>
|> |>
<http://www.microsoft.com/downloads/details.aspx?FamilyId=D88753B8-8B3A-4F1D-8E94-530A67614DF1&displaylang=en>
|> |>
|> |> You can set up your Pocket PC 2003 in SBS 2003 Active sync follow

the

|> steps

|> |> below:

|> |>

|> |> On a ppc2003 device perform the following:

|> |>

|> |> 1. Click start, then ActiveSync

|> |> 2. Click Tools then Options

|> |> 3. Click the Server tab at the bottom of the screen

|> |> 4. In the "Use this server" field, provide the hostname that

resolves

|> to

|> |> the SBS box's external IP address (mail.domain.com)

|> |> 5. Uncheck "this server uses an SSL connection" (this is required

if

|> the

|> |> sbs server issued a self signed cert at the devices only "trust"

the

|> root

|> |> CA's per

|> |> 308205 XCCC: Valid SSL Certificate Is Required When You Use Server

|> |> ActiveSync

|> |> <http://support.microsoft.com/?id=308205>

|> |>

|> |> 6. Check the items under "Sync these items" that you wish to sync

|> |> 7. Click OK at the top of the screen.

|> |> 8. You may have to "soft reset" the device prior to synchronizing

the

|> first

|> |> time

|> |>

|> |> More info:

|> |> =====

|> |>

|> |> Configure the client

|> |>

|>

<http://www.microsoft.com/technet/prodtechnol/sbs/2003/plan/mobileuser.mspx>

|> |>

|> |> Disable certificate trust check:

|> |>

|>

[http://www.microsoft.com/downloads/details.aspx?FamilyID=d88753b8-8b3a-4f1d-](http://www.microsoft.com/downloads/details.aspx?FamilyID=d88753b8-8b3a-4f1d-8e94-530a67614df1&displaylang=en)

|> |> 8e94-530a67614df1&displaylang=en

|> |>

|> |> Hope the above information helpful, if you have any further

concerns;

|> |> please feel free to let me know. I am here waiting for your updates.

|> |>

|> |>

|> |>

|> |> Best regards,
|> |>
|> |> Charles Yang (MSFT)
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>> -----

>> | Thread-Topic: Support Code 0x80072F17

>> | thread-index: AcYFeP1OALknQuslSEK8Vi/mJ/5ooQ==

>> | X-WBNR-Posting-Host: 217.161.64.202

>> | From: =?Utf-8?B?QUJD?= <ABC@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>> | Subject: Support Code 0x80072F17

>> | Date: Tue, 20 Dec 2005 07:21:03 -0800

>> | Lines: 15

>> | Message-ID: <B09A0558-677B-42AA-AD19-171E384E963C@xxxxxxxxxxxx>

>> | MIME-Version: 1.0

>> | Content-Type: text/plain;

>> | charset="Utf-8"

>> | Content-Transfer-Encoding: 7bit

>> | X-Newsreader: Microsoft CDO for Windows 2000

>> | Content-Class: urn:content-classes:message

>> | Importance: normal

>> | Priority: normal

>> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0

>> | Newsgroups: microsoft.public.windows.server.sbs

>> | NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250

>> | Path:

> TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl

>> | Xref: TK2MSFTNGXA02.phx.gbl

microsoft.public.windows.server.sbs:231413

>> | X-Tomcat-NG: microsoft.public.windows.server.sbs

>> |

>> | Hi

>> |

>> | I'm getting a Support Code 0x80072F17 back when I try and Sync with

> my

>> | Mobile 5.0 PDA. Anyone any ideas of what steps to take for this?

I

> can

>> | browse

>> | to the <https://mydomain/MOA> and have accepted the certificate to the

> PDA.

>> |

>> | Any other points I should be looking for?

>> |

>> | Thanks in advance for any help.

>> |

RE: Support Code 0x80072F17

|> |> | Regards, Anthony
|> |> | ---
|> |> | Anthony Capstick
|> |> | www.instant-search.com
|> |> | UK
|> |> |
|> |> |
|> |> |
|> |> |
|

• **Follow-Ups:**

- ◆ **RE: Support Code 0x80072F17**
 ◇ From: ABC

• **References:**

- ◆ **RE: Support Code 0x80072F17**
 ◇ From: "Charles Yang [MSFT]"
- ◆ **RE: Support Code 0x80072F17**
 ◇ From: Waj
- ◆ **RE: Support Code 0x80072F17**
 ◇ From: "Charles Yang [MSFT]"
- ◆ **RE: Support Code 0x80072F17**
 ◇ From: ABC

- Prev by Date: **RE: Mailbox retention policy**
- Next by Date: **Re: test**
- Previous by thread: **RE: Support Code 0x80072F17**
- Next by thread: **RE: Support Code 0x80072F17**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**