

RE: Oma is not working on 2 sites

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg02774.html>

- *From:* "Chico" <Chico@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 15 Feb 2006 06:08:27 -0800
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Hi Steven,

I sent you the logs that you requested, but have since had a development. Recently I had a problem with one users tree not being able to activesync properly, the fix was to recreate his userid, and it worked. I just decided to see if oma would work under this id, and it does work properly. While doing some research, i found an article that made mention while doing a SwingIt migration (which was done recently on this new server), that some user profile attribute did not come accross properly and that you could use ADSIedit to view/fix the attribute. Have you heard of this? I will have to go back and try to find the article, as I would not want to recreate all the user id's. Any further assistance would be appreciated. Thanks.

Ken

"Steven Zhu [MSFT]" wrote:

Hi Chico,

Thanks for posting here.

From your post, I understand that the OMA does not work either internally or externally network. When you tried to authentication on the login screen, you receive the error message with Event ID is "1503". If I am off base, please feel free to let me know.

Based on my research, Event 1503 is quite general; so I think the issue may be occur the following causes:

1. The issue may occur when Exchange-OMA virtual directory not work. You can remove the old Exchange-OMA virtual directory and create a new one. For more information regarding create new Exchange-OMA virtual directory, please refer the following knowledge base article:

Exchange ActiveSync and Outlook Mobile Access errors occur when SSL or forms-based authentication is required for Exchange Server 2003
<http://support.microsoft.com/kb/817379/en-us>

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2. The issue may also happen when the Authentication Method for Exchange, OMA, and Exchange–OMA virtual directory is incorrect. Please take a look at the steps below:

For Exchange–OMA virtual directory:

- 1). Open IIS Manager
- 2). Open properties of virtual directory Exchange–OMA
- 3). Select Directory Security tab
- 4). Select Edit in Authentication and access control box. Make sure the authentication setting as below:

Authentication Methods
Enabled Basic authentication
Enabled Integrated Windows authentication
Disabled anonymous access

For OMA virtual directory and Microsoft–Server–ActiveSync virtual directory:

- 1). Open IIS Manager
- 2). Open properties of OMA virtual directory and Microsoft–Server–ActiveSync virtual directory respectively.
- 3). Select Directory Security tab
- 4). Select Edit in Authentication and access control box. Make sure the authentication setting as below:

Authentication Methods
Uncheck Enable anonymous access
Uncheck Integrated Windows authentication
Check Basic authentication

If the issue persists, please collect the following information and send it to my work address v–stezhu@xxxxxxxxxxxxxx:

1. Collect IIS Log:

- 1). On Exchange Server, open IIS MMC, right click Default Web Site and then click Properties.
- 2). Click Website tab and then check Enable logging.
- 3). Stop the Default Website and RENAME the existing IIS log files under C:\WINDOWS\system32\LogFiles\W3SVC1.
- 4). Restart the Default Website and reproduce the problem, which will generate new IIS log file with the exact error.
- 5). Go to the following folder on Exchange Server:
C:\WINDOWS\system32\LogFiles\W3SVC1.
- 6). Send me the log files to my working email address v–stezhu@xxxxxxxxxxxxxx And please let me know the alias of the user who encountered the issue.

2. Collect IIS Metabase

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- 1). On Exchange Server, install .NET Framework Version 1.1:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&DisplayLang=en>.
- 2). Install MBExplorer by installing IIS 6 Resource Kit Tools:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>.
- 3). Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.
- 4). In the left pane, right click "LM" (under your server computer name) to choose "Export to file", and then save it as IIS.mbk.
- 5). Compress this mbk file and send it to me for analysis. Please let me know the password if you set on this iis mbk file.

3. Please provide the application log file.

- 1.) Open Computer Management; click Event Viewer under System Tools.
- 2.) Right click Application Log and select Save Log file as;-
- 3.) Select path and type the name.
- 4.) Click Save.

Please let me know the result above so that I can provide further assistance on this problem. I am looking forward to your reply.

Have a nice day.

Best Regards,

Steven Zhu
MCSE
Microsoft Online Partner Support
Get Secure! – www.microsoft.com/security

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