

## Re: IMAP4 Server – interesting phanomen

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg00553.html>

---

- *From:* [v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx) ("Jenny wu [MSFT]")
  - *Date:* Fri, 03 Mar 2006 11:37:50 GMT
- 

Hi Matthias,

Thanks for your update.

For your SBS 2003 is a non-English version, I suggest that you contact the local CSS for support. And different versions may have different issue and solutions and this newsgroup is for English version support. The reason why we recommend posting appropriately is you will get the most dedicated pool of respondents, and other partners who the newsgroups regularly can either share their knowledge or learn from your interaction with us. Also, this is to make sure that the responders can better track the problem Thank you for your understanding.

Please visit our Worldwide sites support page and find support resources that are provided. You can find your worldwide site here:  
<https://partner.microsoft.com/global/30000104>

Additionally you can check the Diagnostic Logging self to check the cause.

Also if you want to check if there is some group policy leads the problem, you can refer to the following steps to create group policy result report to find the clue.

1. On the SBS server, click Start → Run, type in "gpmmc.msc", click OK. Right-click Group Policy Results and click Group Policy Results Wizard..., click Next, select "Another computer", type the name of a "problematic" client and click Next. Select "Select a specific user" and then select the user who has the problem, click Next. Follow the instructions to generate a group policy result report, right-click the report and click Save Report.
2. Logon the client with problematic user account, install the GPMC tool and re-create a Group Policy results by choosing "This Computer", "Current User".

You can down the tool and get more information in the following link:  
<http://www.microsoft.com/windowsserver2003/gpmc/gpmcwp.aspx>

Hope it help!

Re: IMAP4 Server – interesting phanomen

Have a nice weekend!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://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.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post 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.

=====  
This posting is provided "AS IS" with no warranties, and confers no rights.

-----  
From: "Matthias Eisner" <tw03e014@xxxxxxxxxxxxxxxxxxxx>  
References: <O5JkGjTPGHA.420@xxxxxxxxxxxxxxxxxxxx>

<3GLnW\$aPGHA.5656@xxxxxxxxxxxxxxxxxxxx>

Subject: Re: IMAP4 Server – interesting phanomen  
Date: Fri, 3 Mar 2006 11:40:29 +0100  
Lines: 156  
X-Priority: 3  
X-MSMail-Priority: Normal  
X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
X-RFC2646: Format=Flowed; Original  
Message-ID: <uB\$I17qPGHA.1688@xxxxxxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.server.sbs  
NNTP-Posting-Host: 213.175.140.2

Re: IMAP4 Server – interesting phanomen

Re: IMAP4 Server – interesting phanomen

Path: TK2MSFTNGXA03.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11.phx.gbl  
Xref: TK2MSFTNGXA03.phx.gbl microsoft.public.windows.server.sbs:249049  
X-Tomcat-NG: microsoft.public.windows.server.sbs

Hi!

Sorry for the late answer but I had no time before.

First of all, many thx for your detailed answer!

There is just one single thing I have to add to my explanation. The  
clients

r not using an IMAP4 Client. I did all tests directly on the server using  
telnet. The goal is to logon with a mobile phone (independent which  
operating system is on the phone) and read mails. It is a good thing if u  
don't want to use Blackberry.

The affected clients r not able to logon on the POP3 Server too. So, what

I

guess is, that the servers r working properly but is it possible that

there

is a group policy which is reconfiguring something at the users objects  
which I can't affect?? This is just an idea.

I now turned on the logging as u described but I think it will not help

much

because this server is in german :-))

Greetz  
Matthias

""Jenny wu [MSFT]"" <v-yanniw@xxxxxxxxxxxxxxxxxxxxxx> schrieb im Newsbeitrag  
news:3GLnW\$aPGHA.5656@xxxxxxxxxxxxxxxxxxxxxx

Hi Matthias,

Thanks for using the SBS newsgroup.

From your description, I understand the issue to be: users can not logon  
the IMAP4 client. If I am off base, please don't hesitate to let me know.

Before we go further, please kindly help me collect some information to  
isolate the issue:

## Re: IMAP4 Server – interesting phenomenon

1. When the affected users try to logon the IMAP4 client, what error message is prompted? Can you help me capture a screen shot when you reproduce the issue?

2. Please test if the affected users have correct IMAP4 connectivity to a mailbox that is located on the Exchange computer using Telnet command. Please let me know the result. Please refer to the following article to test IMAP4 connectivity.

How to verify basic IMAP connectivity by using Telnet  
<http://support.microsoft.com/?id=189326>

3. Please try to logon the OWA or POP3 mail clients with the affected

user

account, what is the result?

4. Please logon the user account to another workstation to test the

issue,

what is the result?

5. Please enable Diagnostic Logging of the IMAP4, then reproduced the issue

and give me the log files for analyze. The detail steps:

- a. Open Exchange Administrator. Select your Exchange Server and click Properties.
- b. On the Diagnostic Logging tab, select IMAP4Svc.
- c. In the right pane, select each of the items and choose Maximum.
- d. Restart Exchange server to force a start event.
- e. Then please reproduced the issue, wait some times to collect application log for me.

To save a text copy of Application /System log:

- A. Open Event Viewer: Start -> All Programs -> Administrative Tools -> Event Viewer.
- B. Right-click on Application/System log and select "Save Log File As?".

I appreciate your time to collect information. I am happy to be of assistance to you and look forward to your reply!

Have a nice day!

Sincerely,

Re: IMAP4 Server – interesting phanomen

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://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.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post 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.

=====  
This posting is provided "AS IS" with no warranties, and confers no rights.

-----  
From: "Matthias Eisner" <tw03e014@xxxxxxxxxxxxxxxxxxxx>  
Subject: IMAP4 Server – interesting phanomen  
Date: Wed, 1 Mar 2006 15:02:26 +0100  
Lines: 19  
X-Priority: 3  
X-MSMail-Priority: Normal  
X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
X-MimeOLE: Produced By Microsoft MimeOLE  
V6.00.2900.2180  
X-RFC2646: Format=Flowed; Original  
Message-ID:  
<O5JkGjTPGHA.420@xxxxxxxxxxxxxxxxxxxx>

Re: IMAP4 Server – interesting phanomen

Newsgroups: microsoft.public.windows.server.sbs

NNTP-Posting-Host: 213.175.140.2

Path:

TK2MSFTNGXA03.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.server.sbs:248425

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

Hi @ All!

I have a quite interesting thing with an IMAP4 virtual server  
in a SBS  
2k3.

If I create a new user (account, mailbox) this user is able to  
logon to

the

IMAP4 virutal server. After some time, the users are not able  
to logon

but

everything else works fine. So, for testing I created a simple  
testuser.

For

the last 1,5 weeks this user is able to logon to this IMAP4  
server. The

only

difference between this user and all the others is, that I never

performed

a

client logon with this account.

Does anyone have some ideas what is going around here,  
because this

problem

really drives me nuts.

Many thx

Re: IMAP4 Server – interesting phanomen

Greetz