

Re: Server Sync and OMA Won't work.

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-04/msg02269.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Fri, 14 Apr 2006 05:47:37 GMT
-

Hi Scott,
Thanks for posting back. I appreciate your time!

Ok, I will wait for you. Please feel free to let me know if you have any further question on the issue. I am glad to help.

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.

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.

=====
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The customer mail content:

=====
Sorry for the delay responses, I have been occupied with some other projects, but i will try to get the data you need by mid next week and email it to you. Thanks again for all of your help and support.

Re: Server Sync and OMA Won't work.

X-Tomcat-ID: 70719287

References: <1143757331.559334.178690@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1143822261.257955.236200@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<Q#QnJZvVGHA.4620@xxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Mon, 10 Apr 2006 05:38:46 GMT

Subject: Re: Server Sync and OMA Won't work.

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

Message-ID: <u3lgPEGXGHA.4620@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 290

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:259245

NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Scott,

Thanks for your update.

I am sorry for the delayed response due to weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

Ok, I will wait for you. Please feel free to let me know if you have unclear about information I provided. I am glad to be further assistance.

Have a nice day!

Sincerely,

Jenny Wu

Microsoft CSS Online Newsgroup Support

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X-Tomcat-ID: 125605680
References:
<1143757331.559334.178690@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

<1143822261.257955.236200@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit
From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
Organization: Microsoft
Date: Mon, 03 Apr 2006 08:11:55 GMT
Subject: Re: Server Sync and OMA Won't work.
X-Tomcat-NG: microsoft.public.windows.server.sbs
Message-ID: <Q#QnJZvVGHA.4620@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Lines: 217
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:257631
NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi,

Thanks for your update. I appreciate your time and efforts to the issue.

I am sorry for the delayed response due to weekend. Please understand

Re: Server Sync and OMA Won't work.

that

the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

For time critical issues (not business down), we encourage you to contact CSS directly for more immediate assistance:

International Support (non-US/Canada):

<http://support.microsoft.com/common/international.aspx>

US and Canada:

<http://support.microsoft.com/default.aspx?scid=fh:EN-US:OfferProPhone>

To continue working with me in the newsgroups, please see the following:

For current situation, please kindly help me collect the following information for analyze:

1. Please enable IIS logging and reproduced the issue (sync with the SBS server, access the OMA site) and collect IIS log and IIS metabase.

–To enable IIS log:

- a. Open IIS MMC, right click Default Web Site and then click Properties.
- b. Click Website tab and then check Enable logging.
- c. Stop the Default Website and rename the existing IIS log files under C:\WINDOWS\system32\LogFiles.
- d. Restart the Default Website and try Server Activesync to reproduce the problem.
- e. Wait about 15 minutes, then go to the following folder: C:\WINDOWS\system32\LogFiles and send them to me.

Note: please let me know your SBS server IP address, the mobile IP

address

and the exact access time.

–To collect the IIS Metabase:

a. Download the IIS Resource Kit tools from the following page:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C7>

3

–

B628-ADE629C89499&displaylang=en

b. Install it, run MBExplorer (Metabase Explorer)

c. Right click the "LM" node and choose "Export to file".

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- d. Specify a file name, specify the password and finish the export.
 - e. Send the file and the password to me.
3. Save me a text copy of application and system log for analyze.

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?".

Please compress all files and mail them to my working mailbox:
v-yanniw@xxxxxxxxxxxxxx

I appreciate your time! I am happy to be assistance of you and look

forward

to your reply!

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

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From: scottbob@xxxxxxxxxx
Newsgroups: microsoft.public.windows.server.sbs
Subject: Re: Server Sync and OMA Won't work.
Date: 31 Mar 2006 08:24:21 -0800
Organization: <http://groups.google.com>
Lines: 75
Message-ID:
<1143822261.257955.236200@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
References:
<1143757331.559334.178690@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<607d37be14418c8225b82f7f793@xxxxxxxxxxxxxxxx>
<fEOX8QJVGHA.932@xxxxxxxxxxxxxxxx>
NNTP-Posting-Host: 65.60.96.50
Mime-Version: 1.0
Content-Type: text/plain; charset="iso-8859-1"
X-Trace: posting.google.com 1143822266 13391 127.0.0.1
(31 Mar 2006

16:24:26 GMT)

X-Complaints-To: groups-abuse@xxxxxxxxxx
NNTP-Posting-Date: Fri, 31 Mar 2006 16:24:26 +0000
(UTC)
In-Reply-To:
<fEOX8QJVGHA.932@xxxxxxxxxxxxxxxx>
User-Agent: G2/0.2
X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0;
Windows NT 5.1;

SV1;

.NET CLR 1.1.4322),gzip(gfe),gzip(gfe)

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Complaints-To: groups-abuse@xxxxxxxxxx
Injection-Info: e56g2000cwe.googlegroups.com;
posting-host=65.60.96.50;
posting-account=CCR5xg0AAABTR07p4wIQd4sLPld2bQzE
Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTFEEDS01.phx.gbl!newsfeed

0

0

.sul.t-online.de!t-online.de!border2.nntp.dca.giganews.com!nntp.giganews.c

o

m

!novia!news-out.readnews.com!news-xxxfer.readnews.com!postnews.google.com!

e

5

6g2000cwe.googlegroups.com!not-for-mail

Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:257160
X-Tomcat-NG: microsoft.public.windows.server.sbs

Well after trying these things it seems that the situation has stayed almost the same. Now when trying to setup the sync with the phone it now says that the server is rejecting my log on credentials. It doesn't really give me an error message I am using active sync to set up the sync with the server. The message for OMA is still the same no matter where i try to log in from. .I made sure that both certs were installed and still nothing. Where can I find the IIS log? There are some items in the event viewer about server actice sync and OMA. T

The one's for Server sync says
"Microsoft Exchange ActiveSync has been loaded: Process ID: [11140]."

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There are two random items or MExchangeOMA, the first one is...

"Process

IISIPMCD97E0B9-8889-441F-BF35-7CB6F235119F-AP

"EXCHANGEMOBILEBROWSEAPPLICATIONPOOL (PID=11140). The shared memory heap could not be created."

and the second is....

"An unknown error occurred while processing the current request:

Message: The remote server returned an error: (501) Not Implemented.

Source: Microsoft.Exchange.OMA.ExchangeDataProvider

Stack trace:

at

Microsoft.Exchange.OMA.ExchangeDataProvider.OmaWebRequest.GetRequestStrea

m

(

)

at

Microsoft.Exchange.OMA.ExchangeDataProvider.ExchangeServices.GetSpecialFo

l

d

ers()

at

Microsoft.Exchange.OMA.ExchangeDataProvider.ExchangeServices..ctor(UserIn

f

o

user)

Message: Exception has been thrown by the target of an invocation.

Source: mscorlib

Stack trace:

at

System.Reflection.RuntimeConstructorInfo.InternalInvoke(BindingFlags invokeAttr, Binder binder, Object[] parameters, CultureInfo

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```
culture,  
Boolean isBinderDefault)  
at  
System.Reflection.RuntimeConstructorInfo.Invoke(BindingFlags  
invokeAttr, Binder binder, Object[] parameters, CultureInfo  
culture)  
at System.RuntimeType.CreateInstanceImpl(BindingFlags  
bindingAttr,  
Binder binder, Object[] args, CultureInfo culture, Object[]  
activationAttributes)  
at System.Activator.CreateInstance(Type type, BindingFlags  
bindingAttr, Binder binder, Object[] args, CultureInfo  
culture,  
Object[] activationAttributes)  
at  
Microsoft.Exchange.OMA.UserInterface.Global.Session_Start(Object  
sender, EventArgs e)
```

```
Message: Exception of type  
Microsoft.Exchange.OMA.DataProviderInterface.ProviderException  
was  
thrown.
```

```
EventMessage:
```

```
UserMessage: A System error has occurred while processing  
your request.
```

```
Please try again. If the problem persists, contact your  
administrator.
```

```
Source: Microsoft.Exchange.OMA.UserInterface
```

```
Stack trace:
```

```
at  
Microsoft.Exchange.OMA.UserInterface.Global.Session_Start(Object  
sender, EventArgs e)  
at  
System.Web.SessionState.SessionStateModule.RaiseOnStart(EventArgs  
e)  
at  
System.Web.SessionState.SessionStateModule.CompleteAcquireState()  
at  
System.Web.SessionState.SessionStateModule.BeginAcquireState(Object  
source, EventArgs e, AsyncCallback cb, Object extraData)  
at  
System.Web.AsyncEventExecutionStep.System.Web.HttpApplication+IExecutionS
```

t

e

```
p.Execute()
```

```
at System.Web.HttpApplication.ExecuteStep(IExecutionStep  
step,
```

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Boolean& completedSynchronously)"

Thanks for all of your help.