

## RE: Outlook trying to connect.....

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg03302.html>

---

- *From:* [v-chacez@xxxxxxxxxxxxxx](mailto:v-chacez@xxxxxxxxxxxxxx) (chace zhang)
  - *Date:* Wed, 21 Jun 2006 07:04:30 GMT
- 

Hi Alfred,

Thank you for posting here.

According to your description, I understand clients in your remote site can not connect to your exchange server. If I'm off based, do not hesitate to let me know.

First , please help me to collect following info for clarifying your situation for further analysis:

Does this issue happen the same way on any other clients in your remote site?

In your head office, does outlook client connect to exchange server smoothly?

Did you apply outlook service pack 2 on your clients?

Based on my experience, this behavior may be related to DNS resolution. You may add the following entry in the HOSTS file on each remote computer:  
internal\_ip\_of\_your\_SBS\_server your\_SBS\_server\_name

NOTE: If you use your SBS server's FQDN when you configure the Exchange mailbox in Outlook, you may also need to add the following entry in the hosts file:  
internal\_ip\_of\_your\_SBS\_server your\_SBS\_server\_FQDN

NOTE: The hosts file can be found at %systemroot%\system32\drivers\etc.

Create a new profile

=====

I suggest you create a new email and test the issue in the new profile. Please refer to the following article to create a new email profile. Please start in the new profile and provide me with the result.  
How to create a new e-mail profile in Outlook 2003  
<http://support.microsoft.com/?id=829918>

RE: Outlook trying to connect.....

### Disable Cached Exchange Mode

=====

- Open Outlook.
- Click Tools-> E-mail Accounts-> View or change existing e-mail accounts.
- Double click the Exchange account.
- Uncheck Use Cached Exchange Mode.

In addition, I suggest you try to log on the mailbox via another machine, if it works fine, we may make sure it is a client issue and I suggest you read the following Knowledge Base Article to check all the settings:

How to troubleshoot connectivity issues that are caused by RPC client protocol registry entries

<http://support.microsoft.com/?id=325930>

Let's adjust the MTU size to see if it helps:

Outlook or Outlook Express hangs after you send an e-mail message with an attachment

<http://support.microsoft.com/?id=315008>

If the issue persists, please check if the following registry entry is present on problematic client:

HKEY\_CURRENT\_USER\Software\Microsoft\Exchange

If not, please follow the steps below to create the key:

- a. On the Outlook File menu, click Exit and Log Off.
- b. Click the Start button and click Run.
- c. In the Open window type regedit and click OK.
- d. Click to select to the following entry in the registry:  
HKEY\_CURRENT\_USERS\Software\Microsoft
- e. Right-click the Microsoft entry, point to New on the shortcut menu and click Key.
- f. Type the name Exchange for the new key and press ENTER.
- g. Exit the Registry Editor.

2. After creating the key, please follow the steps below to check key management on Windows XP:

1. Click Start->Run, type "control userpasswords2" without quotes and then press Enter.
2. On the Advanced tab, click Manage Passwords.
3. Click Add.
4. Type in the appropriate server name (Exchange server name), user name (domain\username) and the password that you use to open the mailbox.
5. Click OK twice.
6. Open Outlook to test this issue.

If above steps can not solve your problem, Please help us collect the

RE: Outlook trying to connect.....

RE: Outlook trying to connect.....

following info:

1. Establish the VPN connection and then run "IPConfig /all > C:\Ipconfig.txt" (without the quotation marks) in command line on the client and the SBS server. Send the two file to me at v-chacez@xxxxxxxxxxxxxxxx
2. Capture a screen shot of the Retry message and send the screen shot to me.

Hope this helps, if you have any concerns or need more help, please feel free to let me know.

Have a nice day!

Best Regards,

Chace Zhang (MSFT)

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.

RE: Outlook trying to connect.....

RE: Outlook trying to connect.....