

Re: SBS2k3 and activesync over the air

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg00829.html>

- *From:* "DLL" <news@xxxxxxxxxxxx>
 - *Date:* Mon, 31 Jul 2006 17:17:21 GMT
-

Chace –

The first solution seemed to work. The exchange website now comes up, however, no users can log in. I get an error

"

You could not be logged on to Outlook Web Access. Make sure your domain\user name and password are correct, and then try again."

Activesync is still working perfectly, thank goodness!

Dave

"chace zhang" <v-chacez@xxxxxxxxxxxx> wrote in message news:GZOVoiHtGHA.3960@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Dave,

Thank you for posting here.

According to your description, I understand you encountered 0x85010014 ActiveSync issue, and after you re-run CEICW, you can not login OWA and given 440 error. If I have misunderstood your concern, please do not hesitate to let me know.

In order to get a clear picture on your question, please let me know the following questions:

What the error message you encountered? Please tell the info word for word.

I would rather your send screen shot to me. (v-chacez@xxxxxxxxxxxx)

Does 440 error occur on all clients in your SBS network?

Does 440 error occur on your SBS Server?

Do you have ISA server in your structure?

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When 440 error exactly appears? Just after you click the link? Or it occurs after you input the users name and password to login the OWA webmail?

Based on my research, this issue is related with the anonymous access on the Exchweb virtual directory. Either anonymous account password is changed unexpectedly or the anonymous access is disabled. Please use the following way to check it.

1. Open IIS from the Server Management
2. Expand the Default Web Site and open the properties page of ExchWeb Virtual Directory
3. In the Directory Security tab, Click Edit under Authentication and Access Control
4. Please make sure ONLY Anonymous access is select.
5. Check the same settings on the Exchange Virtual Directory and make sure ONLY 'Basic authentication' is selected
6. If any change, please restart your IIS service and test your issue again.

If the problem cannot be resolved, please use the following steps to reset anonymous user password.

1. Open Active Directory Users and Computers snap-in and select users container.
2. Right click IUSR_YourServerName user and click Reset Password??
3. Input a new password, confirm it and click OK
4. Open Server Management and expand IIS console
5. Expand website and right click Default Web Site and then, click properties
6. In the directory security tab, click Edit??
7. Click Browse button
8. Input IUSR_YourServerName in the box and click OK
9. Input the new password in the Password box
10. Click OK

Regarding ActiveSync issue, support code 0x85010014 means error HTTP 500. The error 0x85010014 happens when the authentication method is not configured correctly in ActiveSync, OMA and Exchange/Exchange-OMA virtual directory.

Please verify Authentication settings by the following steps.

For Exchange-oma virtual directory:

1. Open IIS Manager
2. Open properties of virtual directory Exchange-oma
3. Select Directory Security tab

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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

After that, please restart the IIS Admin Service (services.msc) and then verify the issue.

Please check if you have URLSCAN installed. If so, make sure URLSCAN is configured per the Exchange 2003 template for URLSCAN. See:

823175: Fine-Tuning and Known Issues When You Use the Urlscan Utility in an Exchange 2003 Environment
<http://support.microsoft.com/?id=823175>

For your reference, please take a look at following whitepaper, it's very useful for deploying Mobile 5.0 with Small Business Server 2003:

Deploying Windows Mobile 5.0 with Windows Small Business Server 2003 (Page 14: Step 4 – Deploying an SSL Certificate)
<http://www.microsoft.com/downloads/details.aspx?familyid=8be70d72-1e5a-4128-a30c-dafeeb43544d>

In addition, please help me to gather following info for further research:

1. Collect the IIS metabase on Exchange Server and send to me:
v-chacez@xxxxxxxxxxxxxx
- 1). On Exchange Server, install .NET Framework Version 1.1:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842->

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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.

2. Please collect the IIS log on Exchange Server so that I can perform further research:

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). Wait for a while so that IIS Log can be synced. And then 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-chacez@xxxxxxxxxxxxxxx And please let me know the alias of the user who encountered the issue.

5. For further test, please temporarily disable SSL if you enable it for ActiveSync; create a new test account and let me know the following information.

- Credential of this test account
- The public URL of your Exchange Server
- Domain name

I will access the mailbox by ActiveSync in my side to verify the issue. To keep these confidential, please let me know by mail:

v-chacez@xxxxxxxxxxxxxxx

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

Thanks and have a nice day!

Best Regards,

Chace Zhang (MSFT)

Microsoft CSS Online Newsgroup Support

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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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| User-Agent: Microsoft-Entourage/10.1.6.040913.0
| Date: Sun, 30 Jul 2006 22:55:49 -0500
| Subject: Re: SBS2k3 and activesync over the air
| From: "David L. Leon, P.C." <dave@xxxxxxxxxxxx>
| Message-ID: <C0F2E975.8E713%dave@xxxxxxxxxxxx>
| References: <#u\$2YXdUGHA.4452@xxxxxxxxxxxxxxxxxxxxxx>
<OVRkiLeUGHA.196@xxxxxxxxxxxxxxxxxxxxxx>
<O2IFbTeUGHA.5332@xxxxxxxxxxxxxxxxxxxxxx>
<ORH4BwnUGHA.1636@xxxxxxxxxxxxxxxxxxxxxx>
<ucAdhvoUGHA.4660@xxxxxxxxxxxxxxxxxxxxxx>
<40C3E8FB-450D-4AB1-9902-1784A707C3DF@xxxxxxxxxxxx>
<OYaVEvrUGHA.5184@xxxxxxxxxxxxxxxxxxxxxx>
<06A5097A-671B-4F85-BBB0-F9786BFE24F6@xxxxxxxxxxxx>
<#kqnTj6kGHA.1600@xxxxxxxxxxxxxxxxxxxxxx>
<C0F04F0C.8E0C9%dave@xxxxxxxxxxxx>
| Mime-version: 1.0
| Content-type: text/plain; charset="US-ASCII"

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| Content-transfer-encoding: 7bit
| Newsgroups:
microsoft.public.pocketpc.activesync,microsoft.public.windows.server.sbs
| NNTP-Posting-Host: 68.89.96.114
| Lines: 1
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:285601
microsoft.public.pocketpc.activesync:46376
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|

| And then one day David L. Leon, P.C. said,
|

| > Ok, I'm drifting from the original thread, as I have a similar problem
with

| > mine (Motorola Q w/ WM5, SBS2k3, can't sync over air or corded).

| >

| > Here's the setup:

| >

| > 1. Work computer has SBS 2003, with exchange, dummy ip address. It is
behind

| > a hardware firewall router, with a static ip address. Port forwarding
is set

| > to forward port 443 to the server.

| >

| > 2. My isp has an "A" record to point the hardware router's public
static ip

| > address to the internal dummy address of the SBS server. There is a

| > commercial security certificate issued by a third party, and the

| > corresponding cert is installed on the cellphone.

| >

| > 3. On a remote computer, I can type <https://servername.company.com> in
a

web

| > browser. I get the Welcome to small business server 2003, with the
options :

| > My Company's Internal Web Site, Network Configuration Wizard, Remote
Web

| > Workplace,

| > Information and Answers. Clicking on remote web workspace gives a
second

| > login panel, and then sends me to

| > <https://servername.company.com/Remote/default.aspx> which has Read my

| > company e-mail, Connect to my computer at work, Download Connection
Manager,

| > Configure your computer to use Outlook via the Internet, View Remote
Web

| > Workplace help. Clicking on read my company email sends me to the
familiar

| > OWA.

| >

| > 4. On my Q, I have the server name as servername.company.com, the

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domain as

| > mydomain, etc. The phone will report that it is syncing folders,
but

no

| > synch actually occurs. I finally wind up with the dreaded 0x85010014
error.

| >

| > I've reset the q to factory, reinstalled the security cert (confirmed
with q

| > support that it's the correct cert, and properly installed) and still
no

| > luck.

| >

| > I'm assuming that this is a misconfig on the SBS server (which is why
this

| > is crossposted), but I'm completely stumped.

| >

| > Please help!

| >

|

| OK, an interesting follow up:

|

| I reran IECW, and it failed at about 90% completion. The log revealed
that a

| temp file couldn't be deleted. This now causes

| <https://servername.company.com/exchange> to give a 440 error, and /OMA to

| state that "A System error has occurred while processing your request.

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

|

| I was just about to give up hope when I looked down at my phone

| and...activesync was dutifully synchronizing folders (!)

|

| Ok, having /exchange working is secondary (no one uses it) but I'm
downright

| stumped that AS is working when /oma reveals an error. Should I bother

| trying to fix any of this or should I just leave well enough alone?

|

|