

# Re: Client Firewall and Outlook

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg03036.html>

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- *From:* "JosephByrns" <[josephbyrns@xxxxxxxx](mailto:josephbyrns@xxxxxxxx)>
  - *Date:* Tue, 15 Aug 2006 08:53:25 +0100
- 

Additionally there are times when a user is on the phone to a client, the client tells them they have sent them an email, yet it doesn't appear very promptly, hence the firewall business.

Anyway this doesn't answer my original question. I am trying to add Outlook as an exception to the firewall list. I can add it manually on each client and it all works fine, if I add it using a group policy (by modifying the SBS Windows Firewall GP), the relevant registry changes take effect, but Outlook does not appear in the list of application exceptions when I click on windows firewall in control panel. Any ideas?

"Jeff Teel" <[jdteel@RMoveThis.sugardog.com](mailto:jdteel@RMoveThis.sugardog.com)> wrote in message [news:OTuol1%23vGHA.1272@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OTuol1%23vGHA.1272@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

My question would be (without having thought about this too much yet) what kind of effect is this going to have on security? Is it no big deal to have Outlook in the exceptions list or could it cause a hole because of some badly written code that no one has discovered yet? Maybe my mind is about burned out from the day!!

Jeff

"Steve" <[newsgroup@xxxxxxxx](mailto:newsgroup@xxxxxxxx)> wrote in message [news:%23vu%23f29vGHA.4756@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23vu%23f29vGHA.4756@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

It can manifest itself in a several ways. The most noticeable to my picky clients is seeing a message they sent sit in the outbox for awhile before it moves into sent items. Other times they are staring at their inbox with nothing new and click on a different folder and voila a new message instantly appears in the inbox. I've tried suggesting they just click back and forth on folders but they don't seem to like that. Putting outlook.exe in as an exception ends up being easier than "fighting" with them about it.

"Cris Hanna (SBS-MVP)"  
<[crisnospamhanna@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:crisnospamhanna@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>  
wrote in message  
[news:%23fOYvq9vGHA.3364@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23fOYvq9vGHA.3364@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Re: Client Firewall and Outlook

How would they know? Unless the guy/girl sitting next to them says...Have you got it...I sent it 15 second ago...LOL

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Cris Hanna [SBS-MVP]

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Please do not respond directly to me, but only post in the newsgroup so all can take advantage

"Steve" <newsgroup@xxxxxxxx> wrote in message

news:uVHSom9vGHA.1956@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I've got a couple of people that noticed the delay and complained about it

so that's why I had to try to find a fix for it. Most don't even realize if

it happens or not.

"Cris Hanna (SBS-MVP)"

<crisnospamhanna@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message news:ObpDqa9vGHA.3364@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

And you know...could just be me...but are you guys really tracking that stuff that closely?

Somebody sends me an email...I don't worry about it until its 15 mintues later...

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Cris Hanna [SBS-MVP]

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Please do not respond directly to me, but only post in the newsgroup so all

can take advantage

"Steve" <newsgroup@xxxxxxxx> wrote in message

news:Ox3I7i8vGHA.1272@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Cris-

I have several clients that experience the same behavior as Joseph describes

unless Outlook is added to the firewall exceptions on the local computer.

It happens with both Outlook 2000 and 2003. There is a definite delay in receiving or sending messages of anywhere from 30 sec. to a minute or so.

Here is a posting from Marina that mentions this:

SP2 is the 'culprit' here. Check this out, a posting from Woody in the partner groups. I have noticed that method 1 works. Method 2 is probably already there:

The issue mostly occurs when the Windows Firewall that is automatically enabled in Windows XP SP2 blocks the incoming UDP (Universal Datagram Packets) ports. Therefore, the notification sent by the mail from the exchange server does not reach the user.

## Re: Client Firewall and Outlook

To resolve this issue, use either of the following methods:

### Method 1

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Add Outlook to the Windows Firewall exception list. To do so, follow these steps:

1. Click "Start", click "Control Panel", and then click "Security Center".
2. Click "Windows Firewall" under "Manage security settings for" area.
3. On the "Exceptions" tab, click "Add Program".
4. In the "Add a Program" dialog box, click "Outlook". Note If you do not see Outlook, click "Browse", look for the file in <C:\Program Files\Microsoft Office\Office10\Outlook>, and then click "Open".
5. Click "OK" two times.

### Method 2

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Configure Outlook to use RPC instead of UDP to receive new e-mail notifications.

1. To configure the ForcePolling value to RPC in the following registry subkey, follow these steps:

HKEY\_CURRENT\_USER\Software\Microsoft\Office\<VersionNumber>\Outlook\RPC

**WARNING:** If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system.

Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

- A. Click "Start", and then click "Run".
- B. In the "Open" box, type "regedit" (without the quotation marks), and then click "OK."

## Re: Client Firewall and Outlook

- C. Locate, and then click the following key in the registry:  
HKEY\_CURRENT\_USER\Software\Microsoft\Office\10.0\Outlook\RPC  
(Note that you may have to create the RPC subkey)
- D. Right-click "RPC", point to "New", and then click "Dword Value."
- E. Type "ForcePolling" (without the quotation marks), and then press ENTER.
- F. In the right pane, right-click "ForcePolling", and then click "Modify".
- G. In the "Edit DWORD Value" dialog box, type "1" (without the quotation marks), and then click "OK".

2. Configure the ForcePolling value to Group Policy in the following registry subkey:

HKEY\_CURRENT\_USER\Software\Policies\Microsoft\

To do so, follow these steps:

- A. Locate, and then click the following subkey:  
HKEY\_CURRENT\_USER\Software\Policies\Microsoft
- B. On the "Edit" menu, point to "New", and then click "Key".
- C. Type "Office" (without the quotation marks), and then press ENTER.
- D. Right-click "Office", point to "New", and then click "Key".
- E. Type "10.0" (without the quotation marks), and then press ENTER.
- F. Right-click "10.0" (without the quotation marks), point to "New", and then click "Key".
- G. Type "Outlook" (without the quotation marks), and then press ENTER.
- H. Right-click "Outlook", point to "New", and then click "Key".
- I. Type "RPC" (without the quotation marks), and then press ENTER.
- J. Right-click "RPC", point to "New", and then click "Dword Value".
- K. Type "ForcePolling" (without the quotation marks), and then press ENTER.
- L. In the right pane, right-click "ForcePolling", and then click "Modify".
- M. In the "Edit DWORD Value" dialog box, type "1" (without the quotation marks), and then click "OK" (without the quotation marks).

3. Quit Registry Editor.

4. Restart the computer.

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Re: Client Firewall and Outlook

Regards,

Marina  
Microsoft SBS-MVP

"Cris Hanna (SBS-MVP)"  
<crisnospamhanna@xx>  
wrote in message [news:eI42no7vGHA.1512@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eI42no7vGHA.1512@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
You should not require any firewall Exception for Outlook to connect to  
the  
Exchange Server for local mail

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Cris Hanna [SBS-MVP]

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Please do not respond directly to me, but only post in the newsgroup so  
all  
can take advantage  
"JosephByrns" <josephbyrns@xxxxxxxx> wrote in message  
[news:%23jwh6M7vGHA.1808@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23jwh6M7vGHA.1808@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
No, within our internal network from the exchange server (i.e. Exchange  
on  
SBS)

"Cris Hanna (SBS-MVP)"  
<crisnospamhanna@xx>  
wrote in message [news:eXtylL7vGHA.4872@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eXtylL7vGHA.4872@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
is this to receive email from your ISP's POP3 mail server?

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Cris Hanna [SBS-MVP]

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Please do not respond directly to me, but only post in the newsgroup so  
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can take advantage  
"JosephByrns" <josephbyrns@xxxxxxxx> wrote in message  
[news:%23YO4eI7vGHA.4436@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23YO4eI7vGHA.4436@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
I am trying to get outlook to instantly receive email sent to it. I can  
get  
this to work by manually adding outlook as an application exception in  
windows firewall, but cannot get it to be correctly added as an exception  
as  
part of a group policy.

"JosephByrns" <josephbyrns@xxxxxxxx> wrote in message  
[news:uA30iT6vGHA.1808@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uA30iT6vGHA.1808@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Re: Client Firewall and Outlook

I have added Outlook as an application exception to the windows firewall of the SBS Windows Firewall group policy object. On looking at the registry on the client XP machine the relevant entry has been added to the list of application exceptions. When I look at the list of application exceptions in Control Panel->Windows Firewall->Exceptions, Outlook is not listed there. I have tried GPUPDATE /FORCE and many reboots but all to no avail.

Does anyone know why the application exception is not listed properly?

Thanks.