

# Re: Outlook won't connect locally when configured for HTTP

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg01985.html>

---

- *From:* [v-chacez@xxxxxxxxxxxxxx](mailto:v-chacez@xxxxxxxxxxxxxx) (chace zhang)
  - *Date:* Wed, 13 Sep 2006 09:11:17 GMT
- 

Hi,

How did you configure your outlook profile? I'm assuming Exchange Proxy points to FQDN, so firewall refuses internal RPV-OVER-HTTP connection because network loop.

You can create another Primary zone on the SBS Server for published FQDN, for instance: your published FQDN is: mail.company.com, create a Primary zone: company.com, and create an A record point to mail.company.com, the IP address is your exchange server. After that, the internal user can bypass to connect the external DNS server.

More related information:

814591 HOW TO: Install and Configure DNS Server in Windows Server 2003  
<http://support.microsoft.com/?id=814591>

Hope the above helps! If you have any further question or concern on this issue, please don't hesitate to post back.

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

Re: Outlook won't connect locally when configured for HTTP

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.

-----

| X-Tomcat-ID: 162977747  
| References: <OotCP\$uyGHA.3280@xxxxxxxxxxxxxxxxxxxxxx>  
<#29itqvyGHA.4496@xxxxxxxxxxxxxxxxxxxxxx>  
<ukUykv4yGHA.3280@xxxxxxxxxxxxxxxxxxxxxx>  
<uPUdFrCzGHA.5072@xxxxxxxxxxxxxxxxxxxxxx>  
<uQ1PpzIzGHA.4972@xxxxxxxxxxxxxxxxxxxxxx>  
<Ow3HU7QzGHA.3440@xxxxxxxxxxxxxxxxxxxxxx>  
<#EfR3CfzGHA.1292@xxxxxxxxxxxxxxxxxxxxxx>  
<#kI1VqpzGHA.4044@xxxxxxxxxxxxxxxxxxxxxx>  
<uVoOkQQ0GHA.1256@xxxxxxxxxxxxxxxxxxxxxx>  
<1NXtnil0GHA.396@xxxxxxxxxxxxxxxxxxxxxx>  
<e\$Tqiap1GHA.4772@xxxxxxxxxxxxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain  
| Content-Transfer-Encoding: 7bit  
| From: v-chacez@xxxxxxxxxxxxxx (chace zhang)  
| Organization: Microsoft  
| Date: Wed, 13 Sep 2006 08:42:05 GMT  
| Subject: Re: Outlook won't connect locally when configured for HTTP  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
| Message-ID: <QvXh\$Bx1GHA.3440@xxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| Lines: 309  
| Path: TK2MSFTNGXA01.phx.gbl  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:297167  
| NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Re: Outlook won't connect locally when configured for HTTP

Re: Outlook won't connect locally when configured for HTTP

| Hi Robert,

| Thanks for your detailed feedback.

| Sorry my misunderstanding on this issue. Based on my research, after you enable RPC OVER HTTP feature on client, whether you checked "On fast networks, connect using HTTP first, then connect using TCP/IP" checkmark outlook would try RPC OVER HTTPS first. Also I think you have found the root cause, the firewall block the https connections from internal.

| As a workaround, you are able to create another profile for your boss, one for internal, using TCP/IP connection, one for External enable RPC-OVER-HTTP.

| Regarding how to create Outlook profile, you can refer to following Microsoft article:

| How to create a new e-mail profile in Outlook 2003  
<http://support.microsoft.com/?id=829918>

| Note: select "Prompt for a profile to be used" option to manually choose Outlook profile.

| Hope this helps, if you have any other concerns 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

Re: Outlook won't connect locally when configured for HTTP

| 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: "Robert Connor" <robertcNOSPAM@xxxxxxxxxxxxxxxxxxxx>

| | References: <OotCP\$uyGHA.3280@xxxxxxxxxxxxxxxxxxxx>

| <#29itqvyGHA.4496@xxxxxxxxxxxxxxxxxxxx>

| <ukUykv4yGHA.3280@xxxxxxxxxxxxxxxxxxxx>

| <uPUdFrCzGHA.5072@xxxxxxxxxxxxxxxxxxxx>

| <uQ1PpzIzGHA.4972@xxxxxxxxxxxxxxxxxxxx>

| <Ow3HU7QzGHA.3440@xxxxxxxxxxxxxxxxxxxx>

| <#EfR3CfzGHA.1292@xxxxxxxxxxxxxxxxxxxx>

| <#kI1VqpzGHA.4044@xxxxxxxxxxxxxxxxxxxx>

| <uVoOkQQ0GHA.1256@xxxxxxxxxxxxxxxxxxxx>

| <1NXtnil0GHA.396@xxxxxxxxxxxxxxxxxxxx>

| | Subject: Re: Outlook won't connect locally when configured for HTTP

| | Date: Tue, 12 Sep 2006 11:08:17 -0700

| | Lines: 194

| | X-Priority: 3

| | X-MSMail-Priority: Normal

| | X-Newsreader: Microsoft Outlook Express 6.00.2900.2869

| | x-mimeole: Produced By Microsoft MimeOLE V6.00.2900.2962

| | X-RFC2646: Format=Flowed; Original

| | Message-ID: <e\$Tqiap1GHA.4772@xxxxxxxxxxxxxxxxxxxx>

| | Newsgroups: microsoft.public.windows.server.sbs

| | NNTP-Posting-Host: pia138-199.pioner.net 66.114.138.199

| | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl

| | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:297009

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

| | Chace,

| | Thank you for your interest in helping me solve this problem. My boss,

Re: Outlook won't connect locally when configured for HTTP

Re: Outlook won't connect locally when configured for HTTP

| and  
| | the laptop in question, just returned from a vacation so I can try  
| trouble  
| | shooting again.  
| |  
| | I think you slightly misunderstood my issue. When the computer is not  
| on  
| | the lan it connects via RPC over HTTPS perfectly. When the computer is  
| on  
| | the lan it tries to make an RPC over HTTPS connection first whether the  
| box  
| | for "On fast networks, connect using HTTP first, then connect using  
| TCP/IP"  
| | is checked or unchecked. I have tried both. When it tries to make the  
| | HTTPS connection it fails because our firewall won't allow an internal  
| | computer to connect to our network by going out to the internet service  
| | provider and back to our network. This means that the connection will  
| not  
| | be successful. Eventually the connection tries are exhausted and it  
| makes a  
| | connection via TCP/IP. It works, but it takes 15 or so minutes to go  
| | through the process. This means that it takes a long time from when he  
| | starts up the laptop until he can actually start working. It was  
| working  
| | perfectly until a couple of months ago. Then it started the process I  
| have  
| | described above.  
| |  
| | I have tried deleting the mail profile and that has not had and effect.

| I  
| | have verified the setup, it all looks correct and it functions  
| perfectly  
| | when not on the lan. I have verified the certificate trust and it  
| works  
| | properly also. I am not able right now to check the  
| | <https://company.com/rpc/> page as I have to get the laptop off our  
| network.  
| | I don't think this will be the issue because remote connections have  
| been  
| | working flawlessly. If it could be a problem even though the remote  
| | connection is working please let me know and I will take the laptop to  
| a  
| | remote location and try the connection to <https://company.com/rpc/>.  
| |  
| | Thank you,  
| | Robert  
| |  
| | "chace zhang" <v-chacez@xxxxxxxxxxxxxx> wrote in message  
| | <news:1NXtnil0GHA.396@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| | > Hi,

Re: Outlook won't connect locally when configured for HTTP

Re: Outlook won't connect locally when configured for HTTP

|| >  
|| > Thanks for posting here. I appreciate Russ and Lanwench's input  
|| >  
|| > From your post, I do undersatand when you access exchange via RPC OVER  
|| > HTTPS, always trying to connnect. If I have misunderstood your  
concern,  
|| > please feel free to let me know.  
|| >  
|| > Based on my knowledge, in most cases, the RPC over HTTPS issue of the  
| SBS  
|| > 2003 servers could be caused by the certificate trust. The web server  
|| > certificate issued by the SBS CEICW is not trusted by the IE client  
|| > natively. When we connect to the SBS server through RPC over HTTPS,  
| since  
|| > there is no mechanism to prompt the certificate security alert (as IE  
|| > does)  
|| > to let the user to confirm the connection, if the certificate is not  
|| > trusted by the client computer, the RPC-HTTPS would not be  
established.  
|| >  
|| > Here, I suggest you refer to the instructions in RWW site and then  
|| > reconfigure the remote Outlook client. You may open Internet Explorer,  
|| > access <https://FQDN/remote> and input the credentials. Click the link  
|| > 'Outlook via Internet'. After doing the steps, will you be able to  
|| > establish the RPC-HTTPS connection?  
|| >  
|| > If the problem persists, please help to collect the following  
| information  
|| > for further analysis:  
|| > 1. Please try to access the URL: <https://company.com/rpc/> Will you  
get  
| any  
|| > security alert regarding the certificate? After inputting the  
| credentials,  
|| > what message do you get from the browser?  
|| >  
|| > 2. Use the RPCping utility to dialog the RPC over HTTPS traffic from  
the  
|| > external network. What's the result?  
|| >  
|| > 831051 How to Use the RPC Ping Utility to Troubleshoot Connectivity  
| Issues  
|| > with  
|| > <http://support.microsoft.com/?id=831051>  
|| >  
|| > Install the RPC ping utility on the client computer and then open a  
|| > command  
|| > prompt, run the command as the following example:  
|| >  
|| > rpcping -t ncaen\_http -s SBSlocalname -o RpcProxy=www.mydomain.com -P  
|| > "user,localdomainname,\*" -I "user,localdomainname,\*" -H 1 -u 10 -a

Re: Outlook won't connect locally when configured for HTTP

| connect  
|| > -F 3 -v 3 -E -R none  
|| >  
|| > I appreciate you taking time to perform the tests. If you have any  
|| > questions or concerns, please feel free to let me know. I look  
forward  
| to  
|| > your reply!  
|| >  
|| > 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.

Re: Outlook won't connect locally when configured for HTTP

>  
> Any input or comments in this thread are highly appreciated.  
>  
> =====  
>  
> This posting is provided "AS IS" with no warranties, and confers no  
> rights.  
>  
>  
> -----  
> | From: "Robert Connor" <robertcNOSPAM@xxxxxxxxxxxxxxxxxxxx>  
> | References: <OotCP\$uyGHA.3280@xxxxxxxxxxxxxxxxxxxx>  
> | <#29itqvyGHA.4496@xxxxxxxxxxxxxxxxxxxx>  
> | <ukUykv4yGHA.3280@xxxxxxxxxxxxxxxxxxxx>  
> | <uPUdFrCzGHA.5072@xxxxxxxxxxxxxxxxxxxx>  
> | <uQ1PpzIzGHA.4972@xxxxxxxxxxxxxxxxxxxx>  
> | <Ow3HU7QzGHA.3440@xxxxxxxxxxxxxxxxxxxx>  
> | <#EfR3CfzGHA.1292@xxxxxxxxxxxxxxxxxxxx>  
> | <#kI1VqpzGHA.4044@xxxxxxxxxxxxxxxxxxxx>  
> | Subject: Re: Outlook won't connect locally when configured for HTTP  
> | Date: Tue, 5 Sep 2006 08:55:42 -0700  
> | Lines: 36  
> | X-Priority: 3  
> | X-MSMail-Priority: Normal  
> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2869  
> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2962  
> | X-RFC2646: Format=Flowed; Response  
> | Message-ID: <uVoOkQQ0GHA.1256@xxxxxxxxxxxxxxxxxxxx>  
> | Newsgroups: microsoft.public.windows.server.sbs  
> | NNTP-Posting-Host: pia138-199.pioneernet.net 66.114.138.199  
> | Path:  
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl  
> | Xref: TK2MSFTNGXA01.phx.gbl  
microsoft.public.windows.server.sbs:295348  
> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
> |  
> | No. This is SBS 2003 Standard. I have applied SP1.  
> |  
> | Robert  
> |  
> | "Lanwench [MVP - Exchange]"  
> | <lanwench@xx> wrote in  
> | message  
> | [news:%23kI1VqpzGHA.4044@xxxxxxxxxxxxxxxxxxxx](mailto:news:%23kI1VqpzGHA.4044@xxxxxxxxxxxxxxxxxxxx)  
> | > In [news:%23EfR3CfzGHA.1292@xxxxxxxxxxxxxxxxxxxx](mailto:news:%23EfR3CfzGHA.1292@xxxxxxxxxxxxxxxxxxxx),  
> | > Robert Connor <robertcNOSPAM@xxxxxxxxxxxxxxxxxxxx> typed:  
> | >>> You can use a desktop for this, too.  
> | >>>  
> | >>  
> | >> I configured my desktop for HTTP and it is doing the same thing  
as

Re: Outlook won't connect locally when configured for HTTP

||> the  
||>|>> laptop. It tries and tries to make a connection via HTTP, but it  
||>|>> fails. It looks like it is a problem across the network. That  
| would  
||>|>> suggest a configuration problem, but the configuration matches the  
| SBS  
||>|>> generated configuration, so I don't know what is wrong.  
||>|>>  
||>|>>>  
||>|>>> And yet your non-laptop users happily connect using MAPI ...just  
||>|>>> TCP/IP ....right?  
||>|>>>  
||>|>>  
||>|>> All of the other users have no problem connecting via TCP/IP. A  
||>|>> while back we had a users who started getting prompted for a  
| username  
||>|>> and password, but deleting the profile solved that problem.  
Other  
||>|>> than that it has worked flawlessly.  
||>|>>  
||>|>> Thanks for your help so far.  
||>|>>  
||>|>> Robert  
||>|>  
||>|> Are you using ISA?  
||>|>  
	>
	>
	>
	>