

Re: WMPPhone 5 not synchronizing deleted mail with Exchange

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-11/msg01213.html>

- *From:* v-stezhu@xxxxxxxxxxxxxxxxxxxxxxxx (Steven Zhu [MSFT])
 - *Date:* Tue, 07 Nov 2006 11:09:32 GMT
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Hi John,

Thanks for your email.

I suggest that you refer to the KB article 883380 to rebuild the DS2MB of IIS server and manually create exchange-oma VD to see if the issue resolved.

I. Rebuild the DS2MB of IIS server. To do so:

1. Go to Internet Services Manager and delete the following virtual directories:

Microsoft-Server-ActiveSync,
OMA,
Exchange,
Public,
ExchWeb.

2. Download and install Metabase Explorer from the following URL:

["http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en"](http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en)

NOTE: This link can be wrapped. Please make sure that you have included the entire contents between the quotation marks when you download this tool.

3. Open Metabase Explorer and expand LM > DS2MB > HighWaterMarks > GUID

4. Double click the entry which has a 5-digit number in the data folder in the right pane of the GUID folder.

5. Replace the number in the Data field with 0 (zero) and then click OK.
Close Metaedit

6. Run services.msc and right click IIS Admin Service, and then click Restart to restart the service.

7. Restart the System Attendant. After that, these virtual directories can be created.

8. Then please re-run CEICW to configure network connection.

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More detailed information is addressed in the following article:

883380 How to reset the default virtual directories for Outlook Web Access in Exchange Server 2003

<http://support.microsoft.com/?id=883380>

II. Then create exchange-oma VD in IIS manager console manually since the VD can not be automatically created by re-building DS2MB. To do so:

1. Open IIS manager console, right-click on Default Web Site and select New – Virtual Directory.

2. In the Alias field, type in "exchange-oma" and click Next

3. In the path box, type \\.\BackOfficeStorage\xxxx.com\MBX

Note: please replace "xxxx.com" with your valid public FQDN.

4. Click Next through the wizard, please check all options for the exchange-oma VD access permissions and click OK to finish the wizard.

5. Once it is completed, right click on exchange-oma and select Properties

6. Under the Virtual Directory tab, please click Remove for the "application name" under the "application settings" at the bottom. And also please choose "None" in execute permissions field.

Still under the Virtual Directory tab, please check the option "Script source access"

7. Click on the Directory Security tab, click Edit for "authentication and access control"

8. Please ensure check only the option "integrated windows authentication" and "Basic authentication".

9. Click on the Edit button on the "IP address and domain name restrictions"

10. Put the bullet next to "denied access" and then click Add.

11. Add 127.0.0.1 and the internal IP address of the SBS server box. Click OK

12. Click OK out of the exchange-oma properties

13. Go to the Registry Editor and check if the following registry key value exists. If not, please create it as follows:

HKLM\System\CurrentcontrolSet\Services\Massync\Parameters\ExchangeVDir

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Type: Reg_SZ
Data: /exchange-oma

Then please run command "iisreset" (no quotation marks) to take effect changes.

14. Please also check the settings of OMA VD in IIS server console:

- Open IIS Manager
- Open properties of virtual directory OMA
- Select Directory Security tab
- Select Authentication and access control\Edit
- Authentication Methods: Uncheck Enable anonymous access; Uncheck Integrated Windows authentication; Check Basic authentication
- Select IP address and domain name restrictions\Edit
- Checked Granted access to ensure all IP address can access the site.

If verifying any setting, please run command "iisreset" (no quotation marks) to refresh IIS server.

Then please test the issue to see if it works.

Have a good day.

Best Regards,

Steven Zhu
MCSE
Microsoft Online Partner Support
Get Secure! – www.microsoft.com/security

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PLEASE NOTE the newsgroup SECURE CODE and PASSWORD were updated on February 14, 2006. Please complete a re-registration process by entering the secure code mmpng06 when prompted. Once you have entered the secure code mmpng06, you will be able to update your profile and access the partner newsgroups.

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learn and benefit from this issue.

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