

RE: SBS 2003 Activesync Problem–getting 0x85010004 error on the PD

Source:

<http://www.tech–archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006–12/msg02285.html>

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 - *Date:* Wed, 13 Dec 2006 08:52:01 –0800
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Terence:

Thanks for responding.

I checked all your recommendations. They were all set correctly. I had been through several articles about it, including 817379.

I will run your test recommendation and collect logs if needed as soon as I can.

Thanks,
Bruce

"Terence Liu [MSFT]" wrote:

Hello Bruce,

Thank you for posting here.

According to your description, I understand that you get error 85010004 when access Activesync on PDA. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. Removed "Force SSL" on the Default Web Site.
 - a. Please open IIS manager console, navigate to Web Sites–>Default Web Site
 - b. Right–click Default Web Site, select properties
 - c. Click Directory Security tap, Under Secure communications, click Edit.
 - d . Click to clear the Require secure channel (SSL) check box, and then click OK two times.

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2. Removed Anonymous and enabled Integrated & Basic authentication for "exchange–oma"

a. Please open IIS manager console, navigate to Web Sites–>Default Web Site–>exchange–oma

b. Right–click exchange–oma, select properties

c. Click Directory Security tab, Under Authentication and access control, click Edit.

d. Ensure only tick Integrated authentication and Basic authentication, click OK two times

3. Run iisreset in command line to Reset IIS

And I suggest you check the authentication method via the following list:

Default Web Site : Enable Anonymous Access

Integrated Windows
Authentication

Exadmin : Integrated Windows Authentication

Exchange : Basic Authentication

Exchange–oma : Integrated Windows Authentication

Basic Authentication

Exchweb : Enable Anonymous Access

OMA : Basic Authentication

Public : Integrated Windows Authentication

Basic Authentication

Remote : Enable Anonymous Access

Integrated Windows Authentication

Relation info:

Exchange ActiveSync and Outlook Mobile Access errors occur when SSL or forms–based authentication is required for Exchange Server 2003

<http://support.microsoft.com/?id=817379>

If the issue persists, please kindly help me collect some information for

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further investigation:

1. Try to create a new account and test Activesync on PDA. Is it work?
2. Are OWA and OMA work fine?
3. Gather IIS log:
 - a. Open IIS snap–in.
 - b. Right click Default Web Site and click Properties.
 - c. Uncheck the "Enable Logging" box and click Apply.
 - d. Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to a backup location.
 - e. Check "Enable Logging" box and click OK.
 - f. Run IISReset command.
 - g. Reproduce the problem and send the log file in C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.

4. Gather IIS Metabase:

- 1) Download the IIS Resource Kit tools from the following page:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>
- 2) Install it, run MBExplorer (Metabase Explorer)
- 3) Right click the "LM" node and choose "Export to file".
- 4) Specify a file name, specify the password and finish the export.
- 5) Send the file and the password to v–terliu@xxxxxxxxxxxxxxxx

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

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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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| Thread-Topic: SBS 2003 Activesync Problem—getting 0x85010004 error on the PDA
| thread-index: Accd/erStH1U0X+ET5+wcK4ro+UdIA==
| X-WBNR-Posting-Host: 67.79.198.254
| From: =?Utf-8?B?QnJ1Y2UgV2lsa2luc29u?=<BruceWilkinson@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: SBS 2003 Activesync Problem—getting 0x85010004 error on the PDA
| Date: Tue, 12 Dec 2006 06:58:00 -0800
| Lines: 10
| Message-ID: <49719B07-B842-418D-8C17-30C9BB1D1F41@xxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2757
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:3588
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|

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| I'm running SBS 2003 R2, Exchange is at SP2 and the device is Windows Mobile

| 5. The device is configured with the server, user and password. The carrier

| has enabled direct push on the account. Activesync/mobile services are enabled on the server, but enforce password on the device is not enabled.

| I've checked several postings on MS as well as others. the only references

| I've found indicate the 85010004 error occurs if enforce password is on.

I've

| tried with enforce set on/off. I get the error in either case.

| Bruce

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