

Re: WM5 can not sync to exchange

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg02148.html>

- *From:* "John" <johnAtUnwantedmailDotCom>
 - *Date:* Tue, 16 Jan 2007 02:05:52 -0800
-

Hi Terence,

Thank you for your help.

I ran the internet connection wizard as you requested, I also configured my ISA listeners to use a certificate issued by a CA trusted by my device.

I checked all the authentication settings and they are as you requested. After running the internet connection wizard I had to uncheck the Require SSL box in the Exadmin virtual directory so that the mobileadmin would work.

The mobile device is able to access OMA

I created another user, this new user account experienced the same problems.

I haven't had the chance to install the programs you requested but I did gather my IIS information for you.

I'm not sure how to disable SSL for activesync the Microsoft-Server-Activesync folder doesn't require SSL, I hope that is as you requested.

I have emailed you the test user information and also the files.

"Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:1IB2eOTOHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxx>

Hello John,

Thanks for posting here.

From your post, my understanding on this issue is: You encountered support code 85010014 during ActiveSync with SBS. If I'm off base, please feel free to let me know.

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Based on my knowledge, support code 85010014 means error HTTP 500. I suggest we try the following steps to see if we can resolve this issue:

Step 1: For you change the DNS, I suggest you to Rerun CEICW to recreate the self issued certificate

Go through the follow KB and Rerun CEICW again carefully.

How to configure Internet access in Windows Small Business Server 2003
<http://support.microsoft.com/kb/825763/en-us>

Detailed steps for your reference:

1. On the SBS 2003 Server open the Server Management console. Go to Standard Management\To Do List.
2. Click the "Connect to the Internet" link.
3. When navigating to the Firewall page, select "Enable firewall" and click Next (I suppose you have 2 network adapters in SBS 2003).
4. On the "Services Configuration" page, select all the items and then click Next.
5. On the "Web Services Configuration" page, make sure "Allow access to the entire Web site from the Internet" is selected. If you select "Allow access to only the following Web site services from the Internet", make sure all item in the list are selected. Click Next.
6. On the "Web Server Certificate" page, choose to create a new Web server certificate and then type the public FQDN (your new DNS name) that you will use to access ActiveSync and OMA (for example, if your public FQDN that you use to access the sites is mail.xyz.com, you should type mail.xyz.com as the new certificate name).
7. Go through the remaining steps.

Step 2: The error often happens when the authentication method is not configured correctly in ActiveSync, OMA and Exchange–OMA virtual directory.

Please verify Authentication settings by the following steps.

For Exchange–oma virtual directory:

1. Open IIS Manager

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

If the issue persists after steps above, in order to have a more concrete idea about the issue, please let me know the following info.

1. Does issue happen to accessing mailbox by OMA? For further test, please login Exchange Server itself, and access URL: http://SBS_Server/OMA, verify whether you can access the mailbox successfully.

2. Do all the users have such issue or just specific users? Please create a new mail-enabled user and verify whether he can access mailbox by ActiveSync.

3. Collect the IIS metabase on Exchange Server and send to me: v-terliu@xxxxxxxxxxxxx for further analysis:

- 1). On Exchange Server, install .NET Framework Version 1.1:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&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>.

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- 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.

4. 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-terliu@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-terliu@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,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues

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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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| From: "John" <johnAtUnwantedmailDotCom>
| Subject: WM5 can not sync to exchange
| Date: Sun, 14 Jan 2007 18:37:47 -0800
| Lines: 122
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3028
| X-RFC2646: Format=Flowed; Original
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3028
| Message-ID: <uNqCl4EOHHA.4100@xxxxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups:
microsoft.public.exchange.admin,microsoft.public.exchange.mobility,microsoft
public.windows.server.sbs
| NNTP-Posting-Host: user-0c2i932.cable.earthlink.net 24.41.36.98
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.exchange.mobility:129
microsoft.public.windows.server.sbs:10194
microsoft.public.exchange.admin:6974
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| My mobile device is running WM5 and my exchange server is a SBS2003 SP1
| running ISA 2004
|

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| The Exchange server has a self issued certificate that is trusted by the
| mobile device.

|
| The system worked correctly for over a year, but began failing last
| night
| after changing some DNS entries. these entries have been changed back
| but
| errors continue.

|
| No errors are found in the event log.

|
| The mobile device is able to access the server, both when connected to a
| internal desktop computer, and over the mobile GPRS but it fails to sync
| in
| both cases.

| The following error message is received from active sync. Activesync
| encountered a problem on the server. Support Code:85010014

| Please note the HTTP 500 error received at the end of the Activesync
| log.

| Below are 2 connection attempts, the first internal, the second
| external.

| IIS Log

| //internal

| 24.41.36.98, myDomain\userName, 1/14/2007, 18:16:44, W3SVC1, myServer,
| 10.0.0.1, 15, 422, 587, 200, 0, OPTIONS, /Microsoft-Server-ActiveSync,

|
| User=userName&DeviceId=myDeviceID&DeviceType=SmartPhone&Log=VNATNASNC:0A0C0D
| 0FS:0A0C0D0SP:0C0I0S0R0S0L0H,

| 24.41.36.98, myDomain\userName, 1/14/2007, 18:16:50, W3SVC1, myServer,
| 10.0.0.1, 5438, 493, 313, 500, 0, POST, /Microsoft-Server-ActiveSync,

|
| User=userName&DeviceId=myDeviceID&DeviceType=SmartPhone&Cmd=FolderSync&Log=V
| 4TNASNC:0A0C0D0FS:0A0C0D0SP:5C0I0S0R0S0L0H0P,

| 24.41.36.98, myDomain\userName, 1/14/2007, 18:17:02, W3SVC1, myServer,
| 10.0.0.1, 0, 422, 587, 200, 0, OPTIONS, /Microsoft-Server-ActiveSync,

|
| User=userName&DeviceId=myDeviceID&DeviceType=SmartPhone&Log=VNATNASNC:0A0C0D
| 0FS:0A0C0D0SP:0C0I0S0R0S0L0H,

| 24.41.36.98, myDomain\userName, 1/14/2007, 18:17:08, W3SVC1, myServer,
| 10.0.0.1, 5375, 493, 313, 500, 0, POST, /Microsoft-Server-ActiveSync,

|
| User=userName&DeviceId=myDeviceID&DeviceType=SmartPhone&Cmd=FolderSync&Log=V
| 4TNASNC:0A0C0D0FS:0A0C0D0SP:5C0I0S0R0S0L0H0P,

| //external

| 208.54.14.19, myDomain\userName, 1/14/2007, 18:23:17, W3SVC1, myServer,
| 10.0.0.1, 15, 422, 587, 200, 0, OPTIONS, /Microsoft-Server-ActiveSync,

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|
User=username&DeviceId=myDeviceID&DeviceType=SmartPhone&Log=VNATNASNC:0A0C0D0FS:0A0C0D0SP:0C0I0S0R0S0L0H,
| 208.54.14.19, myDomain\userName, 1/14/2007, 18:23:25, W3SVC1, myServer,
| 10.0.0.1, 5500, 493, 313, 500, 0, POST, /Microsoft-Server-ActiveSync,
|
User=username&DeviceId=myDeviceID&DeviceType=SmartPhone&Cmd=FolderSync&Log=V4TNASNC:0A0C0D0FS:0A0C0D0SP:5C0I0S0R0S0L0H0P,
| 208.54.14.19, myDomain\userName, 1/14/2007, 18:23:31, W3SVC1, myServer,
| 10.0.0.1, 0, 422, 587, 200, 0, OPTIONS, /Microsoft-Server-ActiveSync,
|
User=username&DeviceId=myDeviceID&DeviceType=SmartPhone&Log=VNATNASNC:0A0C0D0FS:0A0C0D0SP:0C0I0S0R0S0L0H,
| 208.54.14.19, myDomain\userName, 1/14/2007, 18:23:38, W3SVC1, myServer,
| 10.0.0.1, 5391, 493, 313, 500, 0, POST, /Microsoft-Server-ActiveSync,
|
User=username&DeviceId=myDeviceID&DeviceType=SmartPhone&Cmd=FolderSync&Log=V4TNASNC:0A0C0D0FS:0A0C0D0SP:5C0I0S0R0S0L0H0P,
|

| Below is an activesync verbose error log
|

| == Build 14847 ==
| == No XIP Information Available ==
| myExternalFQDN
|
| == [14/1/2007 18:29:50.0] ==
| == Client Request ==
| OPTIONS
|
Microsoft-Server-ActiveSync?User=username&DeviceId=myDeviceID&DeviceType=SmartPhone
| Accept-Language: en-us
| MS-ASProtocolVersion: 2.5
| X-MS-PolicyKey: 0
|
| ===== Start of Body =====
|
| == [14/1/2007 18:29:51.0] ==
| == Server Response ==
| HTTP/1.1 200 OK
| Connection: Keep-Alive
| Content-Length: 0
| Date: Mon, 15 Jan 2007 02:29:51 GMT
| Server: Microsoft-IIS/6.0
| MicrosoftOfficeWebServer: 5.0_Pub
| X-Powered-By: ASP.NET
| Pragma: no-cache

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```
| Public: OPTIONS, POST
| Allow: OPTIONS, POST
| MS-Server-ActiveSync: 6.5.7638.1
| MS-ASProtocolVersions: 1.0,2.0,2.1,2.5
| MS-ASProtocolCommands:
|
| Sync,SendMail,SmartForward,SmartReply,GetAttachment,GetHierarchy,CreateCollection,DeleteCollection,MoveCollection,FolderSync,FolderCreate,FolderDelete,FolderUpdate,MoveItems,GetItemEstimate,MeetingResponse,ResolveRecipients,ValidateCert,Provision,Search,Notify,Ping
|
| ----- Start of Body -----
|
| ----- [14/1/2007 18:29:51.0] -----
| ----- Client Request -----
| POST
|
| Microsoft-Server-ActiveSync?User=userName&DeviceId=myDeviceID&DeviceType=SmartPhone&Cmd=FolderSync
| Accept-Language: en-us
| MS-ASProtocolVersion: 2.5
| Content-Type: application/vnd.ms-sync.wbxml
| X-MS-PolicyKey: 0
|
| ----- Start of Body -----
| <?xml version="1.0" encoding="utf-8"?><FolderSync
| xmlns="FolderHierarchy:"><SyncKey>0</SyncKey></FolderSync>
|
| ----- [14/1/2007 18:29:57.0] -----
| ----- Server Response -----
| HTTP/1.1 500 Internal Server Error
| Connection: Keep-Alive
| Content-Length: 56
| Date: Mon, 15 Jan 2007 02:29:57 GMT
| Content-Type: text/html
| Server: Microsoft-IIS/6.0
| MicrosoftOfficeWebServer: 5.0_Pub
| X-Powered-By: ASP.NET
| Pragma: no-cache
| MS-Server-ActiveSync: 6.5.7638.1
|
|
| Thank you for looking this over,
| John
|
|
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