

RE: Mobile Sync Over the Air – Error 3012

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg04037.html>

- *From:* jamesfre@xxxxxxxxxxxxxxxxxxxxxxxx (James Frederickson – (MSFT))
 - *Date:* Tue, 27 Feb 2007 00:57:10 GMT
-

I am in Central Time zone,

Have you checked the permissions to all three virtual directories listed in my first post, because I have seen this alot when they are misconfigured. I have also seen this when DymanicCompression is turned on.

To address this issue,

First make a backup of the MetaBase:

Open IIS Manager

Right click on server→All Tasks→Backup/Restore Configuration...

Click Create Backup

Give the backup a name (e.g. 'Backup before fix')

Click OK, Close

Then enable direct Metabase Edit

Open IIS Manager

Right click on server and go to Properties

Check "Enable Direct Metabase Edit"

Click OK

Open the file C:\WINDOWS\SYSTEM32\INETSrv\METABASE.XML from Notepad.

Look for <IIsWebVirtualDir Location

="/LM/W3SVC/1/ROOT/Microsoft-Server-ActiveSync"> and just below it, you will see:

```
DoDynamicCompression="TRUE"
```

```
DoStaticCompression="TRUE"
```

Change both of these to FALSE (There are more of these throughout the METABASE.XML

file, be sure only to change these two)

Save the Metabase.xml file back and

restart IIS: Start→Run→IISRESET

RE: Mobile Sync Over the Air – Error 3012

Double check your settings in IIS for exchange-oma
Microsoft-Server-ActiveSync
and OMA

James

| Thread-Topic: Mobile Sync Over the Air – Error 3012
| thread-index: AcdZ9WVE0VI4MVsySWa4ZXx41EXzRw==
| X-WBNR-Posting-Host: 86.148.23.24
| From: =?Utf-8?B?RGF2aWQ=?= <David@xxxxxxxxxxxxxxxxxxxxxxxx>
| References: <F39D99B5-C272-4191-9184-83CF808765AF@xxxxxxxxxxxx>
<4ihTd9hVHHA.2352@xxxxxxxxxxxxxxxxxxxxxxxx>
<046DA5DC-5C33-40AB-88B0-CEF7531020FB@xxxxxxxxxxxx>
<f3WluQiVHHA.2268@xxxxxxxxxxxxxxxxxxxxxxxx>
<2B2494CA-0740-4E4F-97E1-DEAF713AE559@xxxxxxxxxxxx>
<8SiygD7VHHA.3548@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: Mobile Sync Over the Air – Error 3012
| Date: Mon, 26 Feb 2007 14:28:10 -0800
| Lines: 325
| Message-ID: <C1F7B4EB-9E36-424D-BC12-D0BC0CADEECA@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:19745
| NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| James

| Hope you had a good weekend.

| I've taken off the IP restrictions and run IISReset

| I can browse OK to https://public_ip/exchange-oma/ (note the https but
not

| http), /exchange, clienthelp and /exchweb.

| HTTP Keep Alive is checked on the Default Web Site and set to 120 secs.

I

| can't see HTTP Keep Alive on the lower level sites.

| URL Scan is not installed.

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| I still have the HTTP400 error appearing twice at each attempt.

| Which timezone are you in for posting purposes, please?

| Thanks for your assistance and I look forward to hearing from you.

| —
| David @ Solsletta

| "James Frederickson – (MSFT)" wrote:

| > Hi Stephen

| >

| > On the exchange-oma virtual directory you can remove the IP address

| > restrictions run an IIS reset and try again. The error 0x85010014 is a

| > generic error http_500. Were you able to browse the other virtual

| > directories? Do you have http keep alives checked on the Default Web

| > site

| > properties, and the Web Sites properties? Is URL Scan installed?

| >

| > James

| >

| >

| >

| >

| >

| > -----

| > | Thread-Topic: Mobile Sync Over the Air – Error 3012

| > | thread-index: AcdXSXgJnzKv9qRCRCsvw83/xXCuqg==

| > | X-WBNR-Posting-Host: 86.148.23.24

| > | From: =?Utf-8?B?RGF2aWQ=?= <David@xxxxxxxxxxxxxxxxxxxxxxxx>

| > | References: <F39D99B5-C272-4191-9184-83CF808765AF@xxxxxxxxxxxx>

| > | <4ihTd9hVHHA.2352@xxxxxxxxxxxxxxxxxxxx>

| > | <046DA5DC-5C33-40AB-88B0-CEF7531020FB@xxxxxxxxxxxx>

| > | <f3WiuQIVHHA.2268@xxxxxxxxxxxxxxxxxxxx>

| > | Subject: RE: Mobile Sync Over the Air – Error 3012

| > | Date: Fri, 23 Feb 2007 04:52:26 -0800

| > | Lines: 233

| > | Message-ID: <2B2494CA-0740-4E4F-97E1-DEAF713AE559@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:19151

| > | NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148

RE: Mobile Sync Over the Air – Error 3012

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|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | James
|> |
|> | Some new and exciting errors!
|> |
|> | =====
|> | Event Type: Error
|> | Event Source: Server ActiveSync
|> | Event Category: None
|> | Event ID: 3005
|> | Date: 23/02/2007
|> | Time: 09:58:40
|> | User: WTRFRT\Alan
|> | Computer: WATERFRONT
|> | Description:
|> | Unexpected Exchange mailbox Server error: Server:
|> | [WATERFRONT.waterfront.local] User:
|> | [Alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx]
|> | HTTP
|> | status code: [400]. Verify that the Exchange mailbox Server is
|> | working
|> | correctly.
|> |
|> | For more information, see Help and Support Center at
|> | <http://go.microsoft.com/fwlink/events.asp>.
|> |
|> | =====
|> |
|> | twice and when trying <http://public-ip/exchange-oma>
|> |
|> | =====
|> |
|> | You are not authorized to view this page
|> | The Web server you are attempting to reach has a list of IP addresses
|> | that
|> | are not allowed to access the Web site, and the IP address of your
|> | browsing
|> | computer is on this list.
>
>
>
>
>
>
>
>
>
>
>

RE: Mobile Sync Over the Air – Error 3012

|> | Internet Information Services (IIS)
|> |
|> | =====
|> |
|> | The error on the phone is the same: 0x85010014
|> |
|> | I reset IIS from the console not the command line.
|> |
|> | However the settings I now have in IIS are quite different to those
in my
|> | Server which Syncs OK (although mine is R2 and his is not). The
|> | customer's
|> | Server had apparently identical setting to mine.
|> |
|> | Any further assistance greatly appreciated.
|> | --
|> | David @ Solsletta
|> |
|> |
|> | "James Frederickson – (MSFT)" wrote:
|> |
|> |> Also be sure you can browse from the outside
|> |>
|> |> <http://publicurl/exchange-oma> which should look a little like
Exchange
|> |> OMA it should give a list of the inbox
|> |> Microsoft-server-activesync, we are expecting a 501/505. on that one
|> |>
|> |> good luck
|> |>
|> |> James
|> |>
|> |>
|> |> -----
|> |> | Thread-Topic: Mobile Sync Over the Air – Error 3012
|> |> | thread-index: AcdWImWkKp2lTpKkT4+UHbxw04e+Ug==
|> |> | X-WBNR-Posting-Host: 86.148.23.24
|> |> | From: =?Utf-8?B?RGF2aWQ=? <David@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | References: <F39D99B5-C272-4191-9184-83CF808765AF@xxxxxxxxxxxx>
|> |> | <4ihTd9hVHHA.2352@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | Subject: RE: Mobile Sync Over the Air – Error 3012
|> |> | Date: Wed, 21 Feb 2007 17:40:13 -0800
|> |> | Lines: 111
|> |> | Message-ID: <046DA5DC-5C33-40AB-88B0-CEF7531020FB@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

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|> |> | 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:18789
|> |> | NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |
|> |> | James
|> |> |
|> |> | Many thanks for the prompt reply. It's a bit late now (01:37) to
log
|> on
|> |> | remotely and try this – I need some sleep but I'll try it
tomorrow
|> and
|> |> let
|> |> | you know.
|> |> | --
|> |> | David @ Solsletta
|> |> |
|> |> |
|> |> | "James Frederickson – (MSFT)" wrote:
|> |> |
|> |> |> Hi David
|> |> |>
|> |> |> Thank you for choosing Microsoft Online support.
|> |> |>
|> |> |> The first thing we need to do is verify that the settings are
|> correct
|> |> on
|> |> |> your virtual directories that Active sync uses.
|> |> |>
|> |> |> Here are the default settings for IIS on the Three virtual
|> directories
|> |> for
|> |> |> an SBS Server.
|> |> |> Open IIS Manager
|> |> |>
|> |> |> Open properties of virtual directory exchange-oma
|> |> |> Select Directory Security tab
|> |> |> Select Authentication and access control ->Edit:
|> |> |> Enabled Basic authentication
|> |> |> Enabled Integrated Windows authentication
|> |> |> Disabled anonymous access
|> |> |> Select Secure communications ->Edit:
|> |> |> Require secure channel (SSL) should be unchecked
|> |> |>
|> |> |> Open properties of virtual directory OMA
|> |> |> Select Directory Security tab Select Authentication and access

RE: Mobile Sync Over the Air – Error 3012

```
|> control
|> |> |> ->Edit:
|> |> |> Uncheck Enable anonymous access
|> |> |> Uncheck Integrated Windows authentication
|> |> |> Only Check Basic authentication
|> |> |> Secure communications ->Edit:
|> |> |> Require secure channel (SSL) should be unchecked
|> |> |>
|> |> |> Open properties of virtual directory
Microsoft-Server-ActiveSync
|> |> Properties
|> |> |> Select Directory Security tab Select Authentication and access
|> control
|> |> |> ->Edit:
|> |> |> Uncheck Enable anonymous access
|> |> |> Uncheck Integrated Windows authentication
|> |> |> Only Check Basic authentication
|> |> |> Secure communications ->Edit:
|> |> |> Require secure channel (SSL) should be unchecked
|> |> |>
|> |> |> Run IISReset and test.
|> |> |>
|> |> |> Thanks
|> |> |>
|> |> |>
|> |> |> James Frederickson – (MSFT)
|> |> |> jamesfre@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx
|> |> |> Microsoft Corporation
|> |> |>
|> |> |> -----
|> |> |> | Thread-Topic: Mobile Sync Over the Air – Error 3012
|> |> |> | thread-index: AcdWGF2/qfH71tn8RiydsslU7uKnA==
|> |> |> | X-WBNR-Posting-Host: 86.148.23.24
|> |> |> | From: =?Utf-8?B?RGF2aWQ=? <David@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> |> |> | Subject: Mobile Sync Over the Air – Error 3012
|> |> |> | Date: Wed, 21 Feb 2007 16:28:25 -0800
|> |> |> | Lines: 10
|> |> |> | Message-ID:
|> |> |> | <F39D99B5-C272-4191-9184-83CF808765AF@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
```

RE: Mobile Sync Over the Air – Error 3012

|> microsoft.public.windows.server.sbs:18778
|> |> |> | NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
|> |> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |> |
|> |> |> | When trying to sync a Pocket PC I'm seeing an error 3012 and:
|> |> |> |
|> |> |> | An error occurred while accessing the Active Directory for
user
|> |> |> | [Internet
|> |> |> | Guest Account]. Information cannot be retrieved from Active
|> |> |> | Directory
|> |> |> | due
|> |> |> | to
|> |> |> | an unknown error. Verify that the Exchange ActiveSync Server
can
|> |> |> | communicate
|> |> |> | with Active Directory, and that the user has a valid account.
|> |> |> |
|> |> |> | Help!
|> |> |> | --
|> |> |> | David @ Solsletta
|> |> |> |
|> |> |> |
|> |> |> | <EMAILSUBJECT>Newsgroup Message Response to IssueID:
|> |> |> | <ISSUEID></EMAILSUBJECT>
|> |> |> | Hi <NAME>,
|> |> |> |
|> |> |> | I wanted to inform you that I have replied to your thread in
|> |> |> | <NEWSGROUP>
|> |> |> | titled: <NEWSGROUPSUBJECT> with IssueID: <ISSUEID>.
|> |> |> |
|> |> |> | Please reply directly to the thread with any updates. You may
|> |> |> | receive
|> |> |> | this
|> |> |> | email notification before you are able to view my reply in the
|> |> |> | newsgroup.
|> |> |> | If you are unable to view the reply to your thread, please send
me
|> |> |> | an
|> |> |> | email
|> |> |> | with a description of the problem and what newsreader you are
using.
|> |> |> | Regards,
>	>	>
>	>	>
>	>	>
>	>	>
>	>	>
>	>	>
>	>	>
>	>	>
>	>	>

