

RE: SBS 2003 and Service Pack 2 – Issues with Exchange OMA

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg00094.html>

- *From:* Wayne <Wayne@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 1 Aug 2007 05:46:02 -0700
-

Hi Robert,

Thank you for your reply – what you have mentioned about anti-virus seems to be leading me to the source of the problem.

We have Trend Micro ScanMail 8 for Exchange Server installed, after reading your post I have tried disabling the Trend Micro ScanMail Master services, after which WM5 users can sync in and start receiving emails again – BUT at the cost of seeing a significant increase in spam that go to the users inboxes.

I have checked the reg keys you mentioned in your post below – on my server the "ProactiveScanning" key is already set to 1. But I have noticed the MS article you linked also mentioned I should enable "BackgroundScanning" – which is currently set to 0 on my server.

As a test, I will set "BackgroundScanning" to 1, and then start the ScanMail 8 Master service, and see if the problem persists.

I have to add that we have ScanMail running for over a year now with no problem on ActiveSync on Windows Mobile – the problem seems to have appeared after I installed Win2K3 SP2, and persisted after I have reverted back to SP1.

Thank you for your help, I will report back with the result.

Regards
Wayne

"Robert Li [MSFT]" wrote:

Hi,

Thanks for your reply.

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This behavior is a result of how EAS requested messages are scanned by the antivirus before the store can release the message back to the mobile client. This behavior is documented in the following article:

827615 Server ActiveSync does not download all items during a synchronization session
<http://support.microsoft.com/default.aspx?scid=kb;EN-US:827615>

To resolve the issue, set the following registry keys on the Exchange server where the affected user mailboxes are homed:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSEExchangeIS\VirusScan\ProactiveScanning

From 0 to 1

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSEExchangeIS\VirusScan\ReloadNow

From 0 to 1

NOTE: The second key (ReloadNow) instructs the Exchange store process to load the registry values for VirusScan after a few minutes which eliminates the need for the store service to be restarted for the first registry key to take affect.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(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>

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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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<References: <712DD22F-401D-4642-9154-7CC11B69EC04@xxxxxxxxxxxxxxxx>
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<NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Hi Robert,
<
<I have tried your suggestion (deleting exchange related Virtual
directories

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<and rebuilding them) , after that I got a 0x85010004 error code on the WM5
<phones, but I fixed that by re–running CEICW, and I had to select "Grant
<Access" in the IP address restriction for the exchange related virtual
<directories in the IIS Manager.

<

<But we are still having the same problem of ActiveSync doesn't retrieve
<mails – we did noticed that if an Outlook client is opened on a desktop
for a

<user, after the mail is downloaded to Outlook, then activesync on WM5 can
<retrieve that mail item, but if a user has no Outlook client opened on a PC
<then no new mail items will be retrieved.

<

<Regards

<Wayne Lee

<

<

<"Robert Li [MSFT]" wrote:

<

<> Hi Wayne,

<>

<> Please arrange your time to try my suggestions.

<>

<> If you have any update, please don't hesitate to let me know.

<>

<> Best regards,

<>

<> Robert Li(MSFT)

<>

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◇ <fyuPcAdzHHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>
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◇ <Lines: 310
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◇ <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 V6.00.3790.2826
◇ <Newsgroups: microsoft.public.windows.server.sbs
◇ <Path: TK2MSFTNGHUB02.phx.gbl
◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:52881
◇ <NNTP-Posting-Host: tk2msftbfm01.phx.gbl 10.40.244.148
◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs
◇ <
◇ <Hi Robert,
◇ <
◇ <I have tried the above steps (Re-running CEICW, and your steps 1 to 4)
but
◇ <the problem still persists – I am a bit reluctant to take the step of
◇ <rebuilding the IIS virtual directory at the moment because it is a

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◇ production
◇ <box, but I might perform that step during the weekend and I will let
you
◇ know.
◇ <
◇ <Regards,
◇ <Wayne
◇ <
◇ <
◇ <"Robert Li [MSFT]" wrote:
◇ <
◇ ◇ Hi Wayne,
◇ ◇
◇ ◇ Thank for your updating.
◇ ◇
◇ ◇ After you uninstall SP2, have you rerun the CEICW, this helps us to
◇ ◇ configure network and IIS successfully:
◇ ◇
◇ ◇ 825763 How to configure Internet access in Windows Small Business
Server
◇ ◇ 2003
◇ ◇ <http://support.microsoft.com/?id=825763>
◇ ◇
◇ ◇ I searched your logs, please take the following steps to check IIS:
◇ ◇
◇ ◇ 1. Open IIS and migrate to Servername\Web Sites\Default Web Sites.
◇ ◇ 2. Right click Default Web Sites and select Properties. On the web
sites
◇ ◇ tab, change the IP address to 192.168.16.2.
◇ ◇ 3. Click Advance, on the Multiple identities for this web site. Add:
◇ ◇ IP address TCP Port
◇ ◇ 192.168.16.2 80
◇ ◇ 127.0.0.1 80
◇ ◇
◇ ◇ on the Multiple SSL identities for this web site. Add:
◇ ◇ IP address SSL Port
◇ ◇ 192.168.16.2 443
◇ ◇ 127.0.0.1 443
◇ ◇
◇ ◇ 4. Right click exchange-oma virtual directory, on the Directory
security
◇ ◇ tab, click Edit under Authentication and access control, change
Default
◇ ◇ domain from bpp-tech to \.
◇ ◇
◇ ◇ If the problem persists, after you take the steps above, the problem
may
◇ be
◇ ◇ caused by the corrupt exchange related virtual directory. We may need
to
◇ ◇ reset the exchange related virtual directory. Thanks for your

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<> understanding.
<>
<> How to reset the default virtual directories that are required to
<> provide
<> Outlook Web Access, Exchange ActiveSync, and Outlook Mobile Access
<> services
<> in Exchange Server 2003
<> <http://support.microsoft.com/kb/883380>
<>
<> I am looking forward to hear from you.
<>
<> If you need further assistance, please don't hesitate to let me know.
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<> Best regards,
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