

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/msg00242.html>

- *From:* Wayne <Wayne@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 2 Aug 2007 04:48:04 -0700
-

Hi Robert,

Is it possible for someone to send me the hotfix via email? It seems MS charges quite a lot just to contact them and get non-public hotfixes.

Regards,
Wayne Lee

"Robert Li [MSFT]" wrote:

Hi Wayne,

Thanks for your reply.

After you disabled Trend Micro ScanMail Master services, WM5 users can sync in and start receiving emails again. I am not sure if all items including calendars are synchronized. If that's true, the problem is caused by Trend Micro ScanMail, please contact the software manufacture for more help. Thanks for your understanding.

For hotfix 894065, that cannot be downloaded from Microsoft Website public, you need to call CSS to got the hotfix.

Help this helps.

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

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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

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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<

<Hi Robert,

<

<The reg key changes did not help, however I have noticed that the WM5 users

<can still send (but not receive) new email items via server activesync.

<

<This sounds a bit like the problem described in this KB article:

<

<<http://support.microsoft.com/kb/894065>

<

<Is there somewhere I can download the hotfix mentioned in the article?

<

<Regards

<Wayne

<

<"Wayne" wrote:

<

<> 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 an 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.

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<>

<> 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 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.

<> >

<> > 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\MSExchangeIS\VirusScan\

<> > ProactiveScanning

<> >

<> > From 0 to 1

<> >

<> >

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeIS\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

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<> 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)
<>
<> Microsoft CSS Online Newsgroup Support
<>
<> Get Secure! – www.microsoft.com/security
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<> <thread-index: AcfTf9oG+6M3GVw6ScaLO6FpkMg62A==
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<> <From: =?Utf-8?B?V2F5bmU=?= <Wayne@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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<> <X-Tomcat-NG: microsoft.public.windows.server.sbs
<> <
<> <Hi Robert,
<> <
<> <I have tried your suggestion (deleting exchange related Virtual
<> <directories
<> <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
<> <retieve that mail item, but if a user has no Outlook client opened on

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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)

<><