

RE: SBS2003 PREM – Can't sync via locally but can via data service

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg01879.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Tue, 14 Aug 2007 12:25:28 GMT
-

Hello Keith,

Thanks for your reply.

When you visit OWA from internal or external, the certificates are the same, all are issued to publishing.domain.local.

This may be caused by network loop, Please create a primary zone for external domain name and force internal DNS perform name resolution.

To do this:

1. Open DNS.
2. Go to Servername\Forward Lookup Zones.
3. Right click Forward Lookup Zones and select New Zone.
4. Click Next.
5. Select Primary zone and click select.
6. Input the Zone name: Domain.com.
7. Click Next and Finish.
8. Right click Domain.com and select New Host.
9. Input Name and IP address.
10. Click Add Host.

Test to see if the problem can be resolved.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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newsgroups so that they can be resolved in an efficient and timely manner.

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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: SBS2003 PREM – Can't sync via locally but can via data service
<thread-index: Aafd+IN5Ms0CrwcGS0aXoO8roOPSFg==
<X-WBNR-Posting-Host: 207.46.193.207
<From: =?Utf-8?B?S2VpdGggUnVzc28=?= <KeithRusso@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<References: <860C97AF-B2DF-49F1-89A3-2EF51FC252D1@xxxxxxxxxxxx>
<2tfvuFo2HHA.5204@xxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: RE: SBS2003 PREM – Can't sync via locally but can via data service
<Date: Mon, 13 Aug 2007 15:36:01 -0700
<Lines: 213
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<Content-Transfer-Encoding: 8bit
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<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:56284
<NNTP-Posting-Host: tk2msftbfm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<

RE: SBS2003 PREM – Can't sync via locally but can via data service

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<Question 1: Yes
<Step 1: Setting Verified
<Step 2: Complete
<Install Certificate Step: If I visit OWA from the SBS2003 Premium server I
<get this webpage error:
<Network Access Message: The page cannot be displayed
< Technical Information (for Support personnel)
<Error Code: 502 Proxy Error. Connection refused(10061)
<IP Address: 71.121.xxx.xxx
<Date: 8/13/2007 9:52:52 PM
<Server: servername.domainname.local
<Source: proxy
<
<If I access OWA by entering the public URL "servername.domainname.com"
from
<inside the local LAN (via workstation) I get this error:
<Certificate Invalid
<When I view the certificate it's Issued to
publishing.domainname.local.
<I'm assuming CEICW creates 2 certificates.
<
<Which certificate (local/public) and where (server\workstation) do I
install
<it?
<
<Please advise so I can continue.
<
<Regards,
<
<Keith Russo
<
<
<
<"Robert Li [MSFT]" wrote:
<
<◇ Hello Keith,
<◇
<◇ Thanks for posting in our newsgroup.
<◇
<◇ From your description, I know that you cannot sync while connecting to
<◇ desktop but can via GPRS. If that's not right, please don't hesitate to
let
<◇ me know.
<◇
<◇ Please let me know the following:
<◇
<◇ 1. Do all mobile users or some specific users have such problem:
<◇
<◇ Please on my research, please take the following steps:
<◇
<◇ Step 1: The problem occurs when "Enable user initiated Synchronization "

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is

◇ disable under Exchange system manager. Please have a check as following:

◇

◇ 1. Open the Exchange System Manager.

◇ 2. Expand the Global settings.

◇ 3. Right click on the Mobile services and go to properties from there.

◇ 4. Enable the option "Enable user initiated synchronization".

◇

◇ Step 2: When you visit website, you get certificate error "mismatched

◇ address". To resolve this, please rerun the CEICW to create a new

◇ certificate.

◇

◇ 1. Click Start, click Server Management. Click To Do List and then click

◇ "Connect to the Internet". Click Next, and go through the Internet option.

◇ 2. Select Enable firewall and click Next.

◇ 3. On the Web Services Configuration page shows, make sure Outlook Mobile

◇ Access is selected. Click Next.

◇ 4. On the Web Server Certificate page shows. Select "Create a new Web

◇ server certificate", and type your FQDN (mail.domain.com) in the "Web

◇ server name" text box. Click Next.

◇

◇ IMPORTANT: The FQDN that you type in the "Web server name" box must be the

◇ same name that you use to connect to the Web site from the Internet. For

◇ example, if the URL that you use to connect to the OWA is

◇ <https://server.contoso.com/exchange>, type "server.contoso.com" (without the

◇ quotation marks) in the "Web server name" box.

◇ 5. Go through the steps to finish the wizard.

◇

◇ 825763 How to configure Internet access in Windows Small Business Server

◇ 2003

◇ <http://support.microsoft.com/?id=825763>

◇

◇ After this, please visit OWA, when certificate prompts, select Install

◇ Certificate.

◇ 2. Click Next.

◇ 3. Click Place all certificate in the following store and click Browse.

◇ 4. Click Trusted Root Certificate Authorities.

◇ 5. Click Next and Finish.

◇ 6. Test again.

◇

◇ If the problem persists, please help me collect the following information

◇ for further research:

◇

◇

◇ 1. Gather IIS log:

◇

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- ◇ 1) Open IIS snap-in.
- ◇ 2) Right click Default Web Site and click Properties.
- ◇ 3) Uncheck the "Enable Logging" box and click Apply.
- ◇ 4) Go to C:\WINDOWS\system32\LogFiles\W3SVC1 folder and move all files to
- ◇ a backup location.
- ◇ 5) Check "Enable Logging" box and click OK.
- ◇ 6) Run IISReset command.
- ◇ 7) Reproduce the problem and send the log file in
- ◇ C:\WINDOWS\system32\LogFiles\W3SVC1 folder to me for research.

◇

◇ 2. 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-](http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en)

- ◇ 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-robali@xxxxxxxxxxxxxx with subject:

- ◇ 40116003-SBS2003 PREM – Can't sync via locally but can via data service.

◇

- ◇ 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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◇ <Thread-Topic: SBS2003 PREM – Can't sync via locally but can via data
◇ service

◇ <thread-index: AcfZXd/X5KNO974eSqM4+1fh5zqkVw==

◇ <X-WBNR-Posting-Host: 207.46.19.197

◇ <From: =?Utf-8?B?S2VpdGggUnVzc28=?=

<KeithRusso@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

◇ <Subject: SBS2003 PREM – Can't sync via locally but can via data service

◇ <Date: Tue, 7 Aug 2007 18:46:01 -0700

◇ <Lines: 27

◇ <Message-ID: <860C97AF-B2DF-49F1-89A3-2EF51FC252D1@xxxxxxxxxxxx>

◇ <MIME-Version: 1.0

◇ <Content-Type: text/plain;

◇ < charset="Utf-8"

◇ <Content-Transfer-Encoding: 8bit

◇ <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:55101

◇ <NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148

◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs

◇ <

◇ <Hi,

◇ <

◇ <I can't sync while connected to my desktop but can thru the
phones data

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<> <service.
<> <
<> <On a SBS2K3 PREM network I receive an error code 80072f17 when trying
to
<> <sync via USB. OMA and Sync work fine via the phones internet service. I
<> <followed the instructions "Deploying WM 5.0 with SBS2003."
<> <
<> <I did make the config changes as suggested in the doc to ISA2004.
<> <
<> <I thought it maybe a Split DNS issue so I edited the
"hosts" file to
<> include
<> "hostname.domain.com 192.168.16.2". That has worked in the
past but
<> not this
<> <time.
<> <
<> <If I use IE on the desktop to open <https://hostname.domain.com> (on the
<> lan)
<> <the certificate error is "mismatched address" but I can
access the
<> site. If
<> <done from the SBS box the connection is refused (#502).
<> <
<> <Lastly, I installed the publish.domain.local cert hoping that was the
<> <problem but now I get a different error 80072f06. How can I uninstall
a
<> cert
<> <on a smartphone?
<> <
<> <Any suggestion is appreciated.
<> <
<> <Keith Russo
<> <
<> <
<> <
<> <
<> <