

RE: long time download email under the vista machine

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg03409.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Thu, 25 Oct 2007 03:10:04 GMT
-

Hi Chris,

Thanks for your reply.

I consulted the senior Engineer about this issue, the problem may be caused by compatibility of Vista and SBS server, please check if you have installed the following updates. If not, please install these hotfixes and try again.

Windows Small Business Server 2003: Windows Vista and Outlook 2007 compatibility update

<http://support.microsoft.com/?id=926505>

Microsoft Internet Security and Acceleration (ISA) Server 2004 Standard Edition Service Pack 2

<http://go.microsoft.com/fwlink/?LinkId=77017>

Description of the ISA Server 2004 update

<http://go.microsoft.com/fwlink/?LinkId=77019>

If the problem persists, please help me collect the ISA info and I may find information which indicates the root cause. To collect the ISA info, we have to do many steps and step the "Microsoft Firewall" services. Thanks for your understanding and patience. I also give you the screen shot below to make the operation be easier:

ISA info:

- 1) Schedule a down time.
- 2) Open ISA 2004 management console.
- 3) Expand the server node and highlight 'Monitoring'.
- 4) In the right pane, switch to the 'Logging' tab, make sure the 'Task Pane' is showed there.
- 5) In the 'Task Pane', click 'Configure Firewall Logging' under 'Logging Tasks', and then switch the 'log storage format' from 'MSDE

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database'(default) to 'File'.

6) Switch to the 'Fields' tab, click 'Select All', and then click OK.

7) In the 'Task Pane', click 'Configure Web Proxy Logging' under 'Logging Tasks', and then switch the 'log storage format' from 'MSDE database' (default) to 'File'.

8) Switch to the 'Fields' tab, click 'Select All', and then click OK.

9) Click 'Apply' to save changes and update the configuration.

10) Temporarily disable the Firewall service. To do that, please click Monitoring | Services tab, and then right click 'Microsoft Firewall' to choose 'Stop'.

11) Clear the current existing W3C logs. To do that, go to the log saving directory and clean any existing .W3C logs. By default, the logs will be saved to 'C:\Program Files\Microsoft ISA Server\ISALogs'. (Some MDF may not be able to delete that's normal.) You may backup them first and then delete them.

12) Go back to the ISA 2004 management console, and then start the stopped 'Microsoft Firewall' service.

13) Reproduce the problem, stop the service, and then gather the resulting W3C files to me for analysis.

14) Please also let me know the IP address of the testing clients so that I can filter the data

Please also give me the screen shot in Outlook 2007 when you download POP3 e-mail.

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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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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<X-Tomcat-ID: 166680931
<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxx>
<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<Q6SCjzwDIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<DVNOm99DIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<MIME-Version: 1.0
<Content-Type: text/plain
<Content-Transfer-Encoding: 7bit
<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
<Organization: Microsoft
<Date: Thu, 18 Oct 2007 12:25:00 GMT
<Subject: RE: long time download email under the vista machine
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<Message-ID: <jQNSqHYEIHA.1256@xxxxxxxxxxxxxxxxxxxxxx>
<Newsgroups: microsoft.public.windows.server.sbs
<Lines: 480
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:70124
<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
<
<Hi Chris,
<
<Thanks for your reply.
<
<You said "I found that it may be the ISA or the Antivirus problem ...",
how
<did you find that? Please connect a Vista machine to Internet directly,
not
<via SBS server, at this time, will the download of POP3 e-mail be
<successfully?
<

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<I researched your ISA info, the SBS POP3 Outbound Access Rule is correctly
<configured.

<

<You sent me file ISAInfo_gserver.txt, this is not ISA log.

<Please help me gather the ISA logs as the following steps:

<

<1) Schedule a down time.

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<3) Expand the server node and highlight 'Monitoring'.

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<<X-Tomcat-ID: 136567137

<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxxxx>

<<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxx>

<<Q6SCjzwdIHA.360@xxxxxxxxxxxxxxxxxxxxxxxx>

<<MIME-Version: 1.0

<<Content-Type: text/plain

<<Content-Transfer-Encoding: 7bit

<<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])

<<Organization: Microsoft

<<Date: Tue, 16 Oct 2007 10:29:09 GMT

<<Subject: RE: long time download email under the vista machine

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

<<Message-ID: <DVNOm99DIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>

<<Newsgroups: microsoft.public.windows.server.sbs

<<Lines: 361

<<Path: TK2MSFTNGHUB02.phx.gbl

<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:69596

<<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

<<

<<Hi Chris,

<<

<<Thanks for your reply.

<<

<<Please temporarily disable the Norton Anti Virus software on the server
and

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<<try again. If this time, we can download e-mail successfully, this proves

<<the problem is caused by third party software, please contact the software

<<manufacture for more help.

<<

<<Please also try the steps in the following KB:

<<

<<It takes a very long time to download an e-mail message from a POP3 server

<<in Outlook 2007

<<<http://support.microsoft.com/?id=935400>

<<

<<If you disable the Norton Anti Virus, but the problem persists, please

<help

<<me collect the following:

<<

<<1. Please help to gather the ISA Info:

<<

<<1) Download the file from the following

<<URL:<http://www.isatools.org/isainfo/ISAInfo.zip>

<<2) Extract all files to a folder on ISA server.

<<3) Double click Isainfo.js. This will generate 2 files

<<ISAInfo2004-<computer-name>.log and ISAInfo2004-<computer-name>.xml in the

<<current folder.

<<4) Please send these files to me.

<<

<<2. Please also help to gather the ISA logs:

<<

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<<2) Open ISA 2004 management console.

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resulting

<<W3C files to me for analysis.

<<14) Please also let me know the IP address of the testing clients so that
<I

<<can filter the data.

<<

<<Please send the information to v-robeli@xxxxxxxxxxxxxx with subject:
<<40705190-long time download email under the vista machine.

<<

<<I am looking forward to hear from you.

<<

<<Best regards,

<<

<<Robert Li(MSFT)

<<

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<<<X-Tomcat-ID: 109664608

<<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxx>

<<<80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxxxxx>

<<<MIME-Version: 1.0

<<<Content-Type: text/plain

<<<Content-Transfer-Encoding: 7bit

<<<From: v-robali@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])

<<<Organization: Microsoft

<<<Date: Mon, 15 Oct 2007 09:22:15 GMT

<<<Subject: RE: long time download email under the vista machine

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

<<<Message-ID: <Q6SCjzwDIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxx>

<<<Newsgroups: microsoft.public.windows.server.sbs

<<<Lines: 229

<<<Path: TK2MSFTNGHUB02.phx.gbl

<<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:69273

<<<NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

<<<

<<<Hi Chris,

<<<

<<<Thanks for your updating.

<<<

<<<First I need to double confirm, you receive POP3 e-mail from ISP

<directly,

<<<not via the SBS POP3 connect.

<<<

<<<Since the Windows XP clients can download e-mails without problem, it

<<<seems

<<<the problem is related on Vista machine.

<<<

<<<Please try the following:

<<<

<<<Step 1: Please download the POP3 e-mail via telnet what's the

<<<result?

<<<

<<<Step 2: Please have a test to disable Firewall on Vista, what the result.

<<<

<<<1. Run Services.msc command.

<<<2. Right click Windows Firewall service and click stop.

<<<3. Try again.

<<<

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<<<Step 3: Please make a clean boot to make sure the problem is not caused
<<<third party software:
<<<
<<<1. Click Start->Run...->type msconfig and press Enter.
<<<2. Click Services tab and select Hide All Microsoft Services and Disable
<<<All third party Services.
<<<3. Click Startup tab and Disable All startup items.
<<<4. Click OK and choose Restart.
<<<5. After reboot, check whether the problem still occurs.
<<<6. If there are no more problems, please use the above steps to enable
<<<services and startup items one by one in order to figure out the root
<<cause
<<<of this issue.

<<<If the problem persists, please help me collect the following info:

<<<1. Can you send out e-mail with Outlook 2007?
<<<2. The screen shot of the error message when you download a -mail via
<<<Outlook 2007.

<<<Please send the information to v-roboli@xxxxxxxxxxxxxx with subject:
<<<40705190-long time download email under the vista machine.

<<<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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<<<<X-Tomcat-ID: 61380956

<<<<References: <6CAD3C6C-9825-472A-B5B8-E0ED0270204A@xxxxxxxxxxxxxxx>

<<<<MIME-Version: 1.0

<<<<Content-Type: text/plain

<<<<Content-Transfer-Encoding: 7bit

<<<<From: v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])

<<<<Organization: Microsoft

<<<<Date: Thu, 11 Oct 2007 05:22:12 GMT

<<<<Subject: RE: long time download email under the vista machine

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

<<<<Message-ID: <80Gvya8CIHA.4516@xxxxxxxxxxxxxxxxxxxxxxx>

<<<<Newsgroups: microsoft.public.windows.server.sbs

<<<<Lines: 131

<<<<Path: TK2MSFTNGHUB02.phx.gbl

<<<<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:68629

<<<<NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

<<<<

<<<<Hi Chris,

<<<<

<<<<Thanks for posting in our newsgroup.

<<<<

<<<<Before we go further on this issue, please let me know the following:

<<<<

<<<<1. How do you download the POP3 e-mail, via SBS POP3 connector or
<<directly

<<<<for ISP?

<<<<2. Do the Windows XP and Outlook 2003 users have the same issue?

<<<<3. Do all the Vista users have such issue?

<<<<4. Do you have ISA installed?

<<<<5. Can you download other POP3 e-mails OK?

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<<<<

<<<<If you get e-mail directly from ISP, Please try the following tests to
<<<<narrow down the issue:

<<<<

<<<<1. From Internet, please try to download the POP3 e-mail via telnet. If
<<<<this is not successful, that's caused by ISP.

<<<<

<<<<XFOR: Verifying Basic POP3 Connectivity Using Telnet

<<<<<http://support.microsoft.com/kb/165186/en-us>

<<<<

<<<<2. In the Lan, please try to download the POP3 e-mail via telnet what's
<<<<the

<<<<result?

<<<<

<<<<3. Disable firewall service on Vista, what's the result?

<<<<

<<<<4. Disable norton antivirus program on SBS and test again.

<<<<

<<<<If the problem persists, please give me the screen shot of Outlook when
<<<<the

<<<<download fails.

<<<<

<<<<If you use POP3 connector, please help me collect:

<<<<

<<<<1. Click Start, point to Programs, point to Microsoft Exchange, and
then

<<<<click System Manager.

<<<<2. In the left pane, expand the Connectors node.

<<<<3. Right-click POP3 Connection Manager, and then click Properties.

<<<<4. Switch to the "Troubleshooting" tab, and then change "Logging
<<<<Level"

<<<<to "Maximum".

<<<<5. Click OK to apply changes.

<<<<6. Close the System Manager console.

<<<<7. Click Start, point to Programs, point to Administrative Tools, and
<<then

<<<<click Services.

<<<<8. In the left pane, right-click Microsoft Connector for POP3
Mailboxes,

<<<<and then click Restart. After the service restarts, close the Services

<<<<Management console.

<<<<9. Reproduce the problem.

<<<<

<<<<10. Please also send me Exchange MPS report on the SBS server.

<<<<a. Visit

<<<<<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b>

0

<b

<<d

<<<9

<<<<15706/MPSRPT_Exchange.EXE to download the file.

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<<<<b. Run the MPSRPT_Exchange.EXE on the server box.
<<<<c. Wait for 10~15 minutes.
<<<<d. Open Windows explorer, navigate to
<<%SYSTEMROOT%\MPSReports\Exchange\cab\
<<<<e. Send the .cab file directly to me.
<<<<Please send the information to v-robelt@xxxxxxxxxxxxx with subject:
<<<<40705190-long time download email under the vista machine.
<<<<
<<<<I am looking forward to hear from you.
<<<<
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