

## RE: Error message 0x85010014 trying to sync mobile with exchange 2003

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg00614.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Wed, 05 Mar 2008 09:49:54 GMT
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Hi Joseph,

Thank you for your email.

I. Since you use the 3rd-party certificate for your SBS, you need to run the CEICW to install the 3rd-party certificate on your SBS. Please try to perform the steps in the following page:

Deploying Windows Mobile 5.0 with Windows Small Business Server 2003  
<http://www.microsoft.com/technet/prodtechnol/sbs/2003/deploy/winm5.mspx>

Note: To install 3rd-party certificate, please run the "Option B: Configure a Third-Party Certificate" under the step 4# in the above page. You also need to install the certificate on the Windows Mobile device.

II. I also suggest you delete the Device ID Folder's from the mailbox using the steps below.

1. Login as the user into their mailbox using OWA
2. In IE go to File > Open > check "Open as Web Folder" and type in [http\(s\)://servername/exchange/username/non\\_ipm\\_subtree/Microsoft-server-activesync](http(s)://servername/exchange/username/non_ipm_subtree/Microsoft-server-activesync)
3. In this folder you will see a listing of device ids, or other folders with "SmartPhone" or "PocketPC" or "Palm" etc. You can safely delete the entire contents of the Microsoft-Server-ActiveSync folder... or any of the subfolder contents. This will prompt the device to re-setup the ActiveSync partnership with the server.

III. If the above steps unable to resolve this issue, you can try the steps you get in another post:

- a. Disable Forms Based Authentication (FBA) on exchange server.
- b. Follow KB817379. (Please perform the Method 2#. The Method 1# is not suit for SBS)
- c. Re-enable Forms Based Authentication

IV. For the ISA server upgrade issue, I want to explain that by default the ISA server 2004 will block the anonymous Internet access, it is different with ISA server 2000. We can create a new rule to allow the Internet access for anonymous clients:

Please open the ISA management console, navigate to Firewall Policy, right click "Firewall Policy" and click New->Access Rule, then create a new access rule as following:

Rule name: Allow anonymous Internet access

Rule Action: Allow

Protocols: All outbound traffic

Sources: Internal

Destination: External

User Sets: All Users

Then move this rule to the top and click Apply to save all the settings.

V. Additional information for your reference:

You may receive error 85010014 when you try to synchronize a Windows Mobile-based device with a computer by using ActiveSync 4.1 or ActiveSync 4.0

<http://support.microsoft.com/?id=912241>

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

1. Do all the users have such issue or just specific users? Please create a new mail-enabled user and verify whether he can access mailbox by ActiveSync.
2. What's OS of your PDA? Try to use another mobile driver to access ActiveSync, is it fine?
3. What error do you get on the mobile device?

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

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Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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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>

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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| X-Tomcat-ID: 30644718  
| References: <4CDFB2F9-3C2F-4366-B0D6-ED92F6BD507F@xxxxxxxxxxxxxxxx>  
<I9M1v4cfIHA.4672@xxxxxxxxxxxxxxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain  
| Content-Transfer-Encoding: 7bit  
| From: v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])  
| Organization: Microsoft  
| Date: Wed, 05 Mar 2008 03:25:12 GMT  
| Subject: RE: Error message 0x85010014 trying to sync mobile with exchange  
2003  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
| Message-ID: <4SaNJcnfIHA.6616@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| Lines: 28  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:96401  
| NNTP-Posting-Host: tk5tomimport1.phx.gbl 10.201.218.19  
|  
| Email from customer:

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| Hi Terence,

| Thank you for helping me on this. I have been working on it for over two  
| weeks. I am attaching the 2 log files you have requested. I would like  
| to

| mention few things to you:

| 1 – I upgraded ISA 2000 to ISA 2004 early this morning thinking it could  
| be

| related to ISA 2000. It all went well. No errors during the install

| 2 – I have verified everything that you have outlined. All the  
| configurations were as you requested; I did not change anything.

| 3 – The certification is through a third party (Godaddy) that I have  
| imported back in as described in outline of upgrading ISA 2000 to ISA  
| 2004.

| 4 – Yesterday I tried a post that I found:

| a – Disable form based in exchange server.

| b – then follow KB817379 thinking it may be it.

| c – re-enable form based.

| Also if you can help me; I had ISA 2000 setup where it is not requesting  
| authentication, everyone that plugs to the network was able to access the  
| internet. I am not able to find it in ISA 2004 after the upgrade.

| Thanks,

| Joseph Salloum

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