

Re: Offline Files

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-05/msg00055.html>

- *From:* "Bob" <Bob@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 1 May 2008 16:14:22 +1000
-

Hi Terence,

I have disabled the realtime antivirus on the vista machine and on the SBS server, with no difference to the issue.

I tried to install the hotfix for vista you suggested, but it says "The update does not apply to your system". I have Vista SP1 installed on this PC, the files in the hotfix are older than the ones on my system.

"Windows Small Business Server 2003: Windows Vista and Outlook 2007 compatibility update" is already installed on the SBS server.

I tried clean booting on the Vista machine as suggested with no change.

SBS version is 2003 SBS SP2

This happens on all clients that use their "Documents" folder regularly.

It seems to happen on all file types. Most users have Office 2007 files in conflict. I have also seen *.txt, *.rdp, *.lnk and others in conflict.

I will send the cab file to you later today.

I have been trying to find a way of repeating the problem, this is the best I have come up with. If I open a few files, save each one, reboot and repeat. Eventually, some of those files will be in conflict. The message is "A file was changed on this computer and the server while this computer was offline"

Once the file is in conflict, any more changes to that file will not be synched to the server.

When trying to resolve the conflict, clicking "keep the version on this computer", which will always be the latest version, does not remove the conflict from the list. It does seem to copy the newer file to the server, and next time trying to resolve the conflict the date/time on both versions are the same. But it can't be removed from the list.

Clicking "keep this version on the server", copies the older version from the server to the PC, and does remove it from the conflict list – But the user loses the changes they have done!

Once a file has been in conflict, even after resolving it by "keep this version on the server", any change to that file will put it back in conflict after a reboot.

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"Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:rfEZ2drpIHA.6028@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hello Bob,

Thank you for posting here. Let's also thank Cliff for the input.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. Please ensure you apply the following hotfix on Vista:

After you resolve an offline files synchronization conflict by using the "Keep both versions" option, the conflict occurs again on a Windows Vista-based computer
<http://support.microsoft.com/?id=938091>

2. Please ensure you apply the following hotfix on SBS:

Windows Small Business Server 2003: Windows Vista and Outlook 2007 compatibility update
<http://support.microsoft.com/?id=926505>

3. As I know, some antivirus software real-time scan may corrupt offline file sync. If you install any antivirus software on Vista of SBS, please try to disable/uninstall it to test this issue.

4. Please try to do clean boot on Vista and test this issue:

To clean boot the problematic computer, please use the steps below:

a. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.

b. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.

c. Click to clear the check mark from the "Load startup items" below Selective Startup.

d. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remained Non-Microsoft Services.

e. Click OK to close the MSConfig window. Click Yes when you are asked to

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restart your computer in order to enable the changes.

f. After restarting, please check whether this issue will reoccur.

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

1. What's version of your SBS?

2. Does this issue happen on all clients?

3. Does this issue happen on all kind of offline files?

4. Do you get any related event error on the Vista?

5. Gather MPS network report on SBS:

a. Download MPSrepot_network from
http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE

b. Run MPSRPT_NETWORK.exe.

c. The tool will automatically collect the information. This procedure will take 10~15 minutes.

d. Open Windows Explorer, navigate to the folder:
%SystemRoot%\MPSReports\Network\Reports\Cab\

e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – 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.

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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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| From: "Bob" <Bob@xxxxxxxxxxxxxxxxxxxx>
| Subject: Offline Files
| Date: Thu, 24 Apr 2008 14:50:02 +1000
| Lines: 17
| MIME-Version: 1.0
| Content-Type: text/plain;
| format=flowed;
| charset="iso-8859-1";
| reply-type=original
| Content-Transfer-Encoding: 7bit
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Windows Mail 6.0.6001.18000
| X-MimeOLE: Produced By Microsoft MimeOLE V6.0.6001.18000
| Message-ID: <uDUsrcpIHA.4848@xxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: wallte.lnk.telstra.net 139.130.205.10
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:104572
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| Hi All,
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| All client PCs are running Vista.
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| I have redirected all users "Documents" folder to the server.
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| A lot of users are complaining that the sync is getting conflicts.

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| In Sync centre, when trying to resolve the conflict, quite often the
| filesize and date/time will be the same on both files in conflict.

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| After the user has picked which version they want to keep, nothing
| changes.

| The conflict still exists in the sync centre.

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| What am I doing wrong?
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