

## Re: Outlook over internet RPC not working

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg02464.html>

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- *From:* [barretech@xxxxxxxxxxx](mailto:barretech@xxxxxxxxxxx)
  - *Date:* Thu, 26 Jun 2008 12:42:01 -0700 (PDT)
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Thanks Dave. The cert was already in that store, but I removed it (in the IE tools) and then went to the OWA site to get it back, and chose manually to install it into the store you suggested. No help.

The RPCDIAG shows Directory and Referral and Connecting and connecting. Then eventually says Disconnected.

On Jun 26, 2:52 pm, "Dave Nickason [SBS MVP]" <gwdib...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

That certificate needs to be installed in Trusted Root Certification Authorities. You need to choose the location manually when you do the import.

Purely anecdotally, I've found that in the absence of a different, obvious cause, it's the certificate. Since you've already compared the settings against the working laptop, I'd try checking to see that they both have the same certificate, and then regardless of the configuration on the working machine, install the certificate into Trusted Root Certification Authorities on the one that's acting up.

The other thing is Start -> Run -> Outlook.exe /rpcdiag. If it just fails without giving you any diagnostic results, in my experience that's another thing pointing to the cert.

<barret...@xxxxxxxxxxx> wrote in message

[news:a79dc399-a836-4d8e-8cb0-f9909716c995@xx](mailto:news:a79dc399-a836-4d8e-8cb0-f9909716c995@xx)

Hi Colin. Thanks for the thoughts. Yes, I installed the self-signed cert. The user hadn't initially done that and I thought for sure that was the problem!! So I installed it (with IE6, import, and take all the default settings letting it automatically choose which store to place it into... it has ALWAYS worked that way but maybe I am doing something wrong by going that route. I have done this at least 100 times, this is the first setup of Outlook over the Internet that has

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failed without explanation).

Today I went in and turned off "Mutually Authenticate" but that didn't help. I saw someone else posting about how that fixed their problem but it didn't help.

I had both laptops side by side yesterday and they are both correct.

On Jun 26, 1:39 pm, Colin <Co...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Hi,

Have you installed the SBS self signed cert on the troublesome laptop by visiting the RWW site ? Checked all Outlook over the Internet settings ?

Regards Colin.

"barret...@xxxxxxxxxxxx" wrote:

Hi all. We have two laptops at a jobsite . One can connect with Outlook over the Internet and other one cannot.

Both are joined to the SBS server at the main office, but obviously they are not connected to it at this time. they are at a jobsite trailer.

I have double checked and triple checked all the settings compared to what SBS says in the REMOTE documentation about using RPC Outlook.

One laptop connects fine, the other does not.

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I even logged in as a local user on the trouble laptop (instead of the domain user) and it didn't help.

Outlook prompts for the username (domain\username) and password , sits there, then eventually says "Disconnected". Never says 'Connected' unless the laptop is on the LAN with the SBS server.

I know it's not the SBS since I can connect to the troubled mailbox from here on a different computer. Just did it.

And the other laptop in the same trailer on the same DSL connection works fine (with a different account of course).

Where should I go for event log information to help me troubleshoot this, or is there any other info I might need? Thank you for your help!!– Hide quoted text –

– Show quoted text -- Hide quoted text –

– Show quoted text –