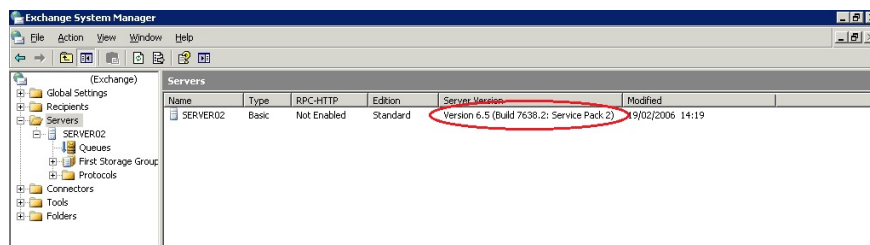


# Some common problems with Exchange 2003 systems - Activesync and workarounds

The following article is synthesized based on many issues related to Exchange 2003 system and some supporting devices such as Apple's iPhones phone, Microsoft Windows Mobile, and most recently iPad tablet when works with Activesync ...

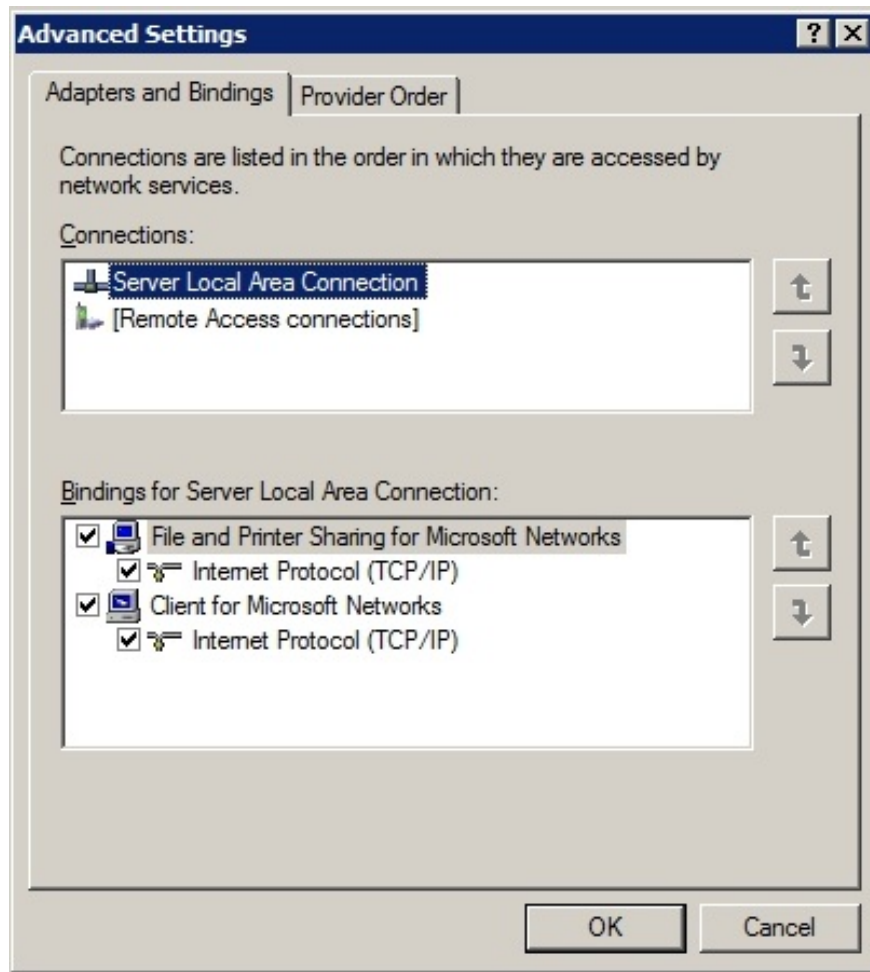
**TipsMake.com** - The following article is synthesized based on many issues related to Exchange 2003 system and some supporting devices such as Apple's iPhones phone, Microsoft Windows Mobile, and most recently the device Tablet iPad when operating with Activesync.

Specifically, the system used in this test is based on **Exchange Server 2003 Service Pack 2**. In fact, **Activesync** works well with **Exchange 2003 Service Pack 1**, but with **Service Pack 2**, everything is simple. and a lot easier. And to test, please open **Exchange System Manager (Start> Programs> Microsoft Exchange> System Manager)**, select **Servers**, right-click on your server system and select **Properties** :

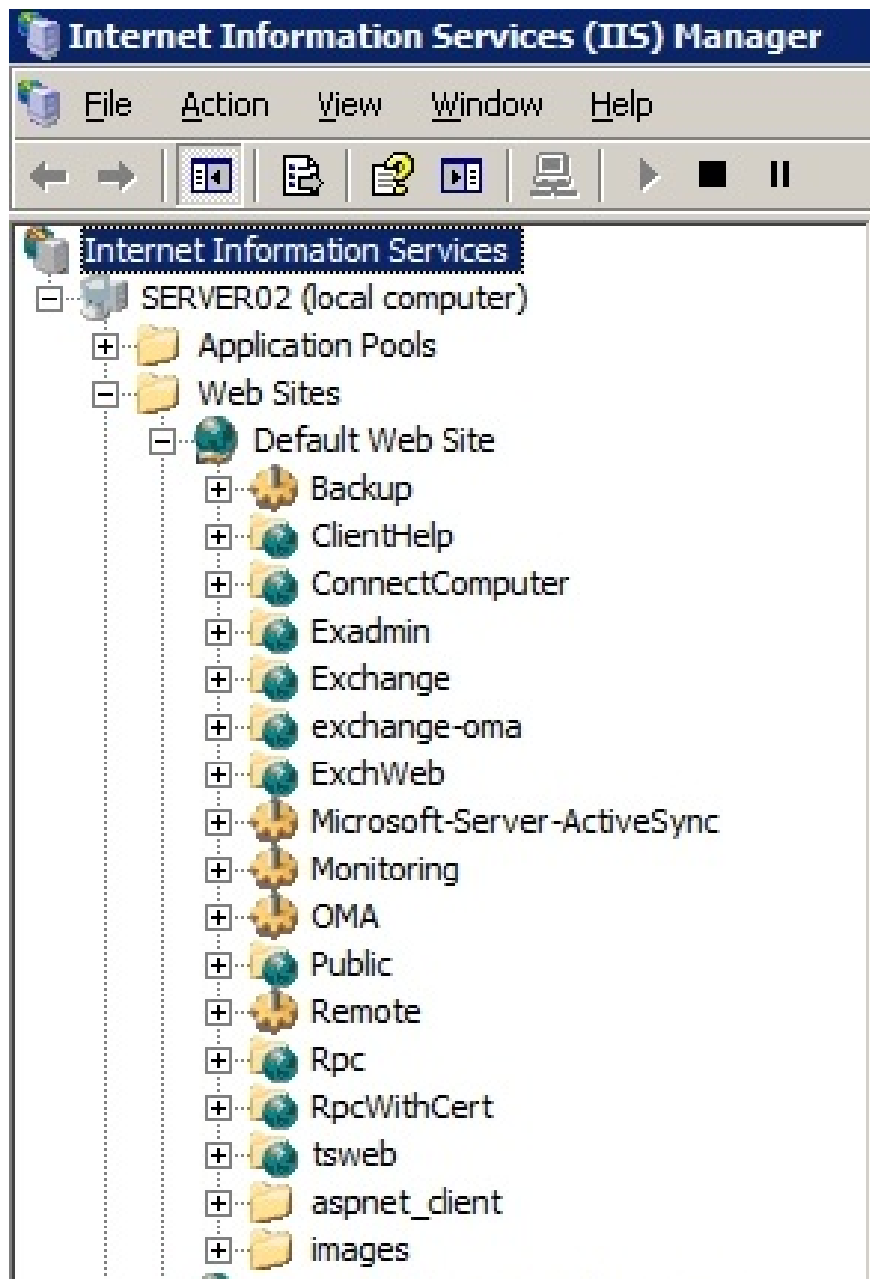


In case you have not installed SP2, please download and install here. Next, make sure that **TCP port 443** has been opened (and forwarded) in the firewall to Exchange's server, and we don't need to open any other ports to **Activesync**, because only **TCP port 443** is needed. enough. You can check this condition on Exchange Server system through CanYouSeeMe service, if it is correct, you will see **Success** message when the port is opened and forwarded as required. If not, check your router device and reconfigure it accordingly.

Next, check the **LAN Adapter Binding** to make sure that the **Exchange NIC** device is at the top of the list: **Start> Run> type ncpa.cpl> press Enter> Advanced> Advanced Settings> Connections:**



Open **IIS Manager** (Start> Programs> Administrative Tools> Internet Information Services (IIS) Manager) , open the **Web Sites> Default Web Site** section, select the appropriate **Virtual Directory > Properties** and click the **Directory Security** tab :



## **For Exchange 2003 systems (not belonging to Small Business Server):**

### ***Exchange Virtual Directory:***

*Authentication = Integrated & Basic*

*Default Domain = NetBIOS domain name (eg company name, business name . no more than 15 characters)*

*Realm = yourcompany.com*

*IP Address Restrictions = Granted Access*

*Secure Communications = does not select the Require SSL section (very important)*

### ***Microsoft - Server - Activesync Virtual Directory:***

*Authentication = Basic*

*Default Domain = NETBIOS domain name (eg company name, business name . no more than 15 characters)*

*Realm = NETBIOS name*

*IP Address Restrictions = Granted Access*

*Secure Communications = select Require SSL and Require 128-Bit Encryption IS*

## **With Exchange 2003 system (belongs to Small Business Server):**

### ***Exchange Virtual Directory:***

*Authentication = Integrated & Basic*

*Default Domain = NetBIOS domain name (eg company name, business .)*

*Realm = yourcompany.com*

*IP Address Restrictions = Granted Access*

*Secure Communications = select Require SSL IS (very important)*

### ***Microsoft - Server - Activesync Virtual Directory:***

*Authentication = Basic*

*Default Domain = NETBIOS domain name (eg company name, business .)*

*Realm = NETBIOS name*

*IP Address Restrictions = Granted Access*

*Secure Communications = does not select Require SSL and Require 128-Bit Encryption*

### ***Exchange - oma Virtual Directory:***

*Authentication = Integrated & Basic*

*Default Domain = NETBIOS domain name (eg company name, business .)*

*Realm = NETBIOS name name*

*IP Address Restrictions = Restricted to IP Address of Server*

*Secure Communications = does not select Require SSL and Require 128-Bit Encryption*

### ***OMA Virtual Directory:***

*Authentication = Basic*

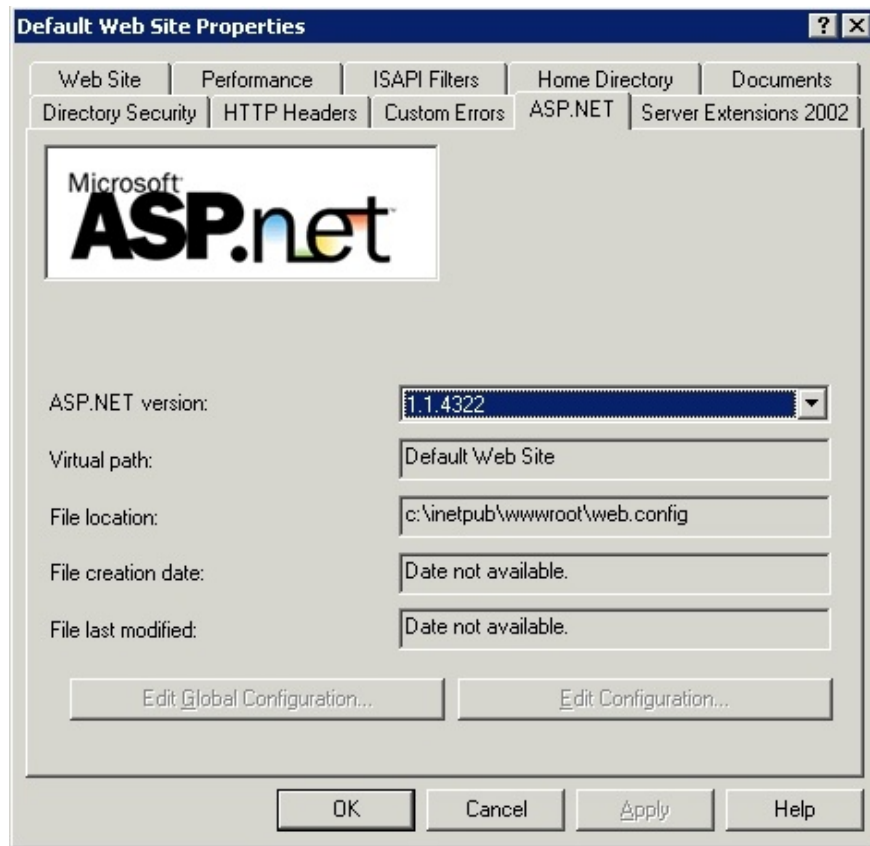
*Default Domain = NETBIOS domain name (eg company name, business .)*

*Realm = NETBIOS name*

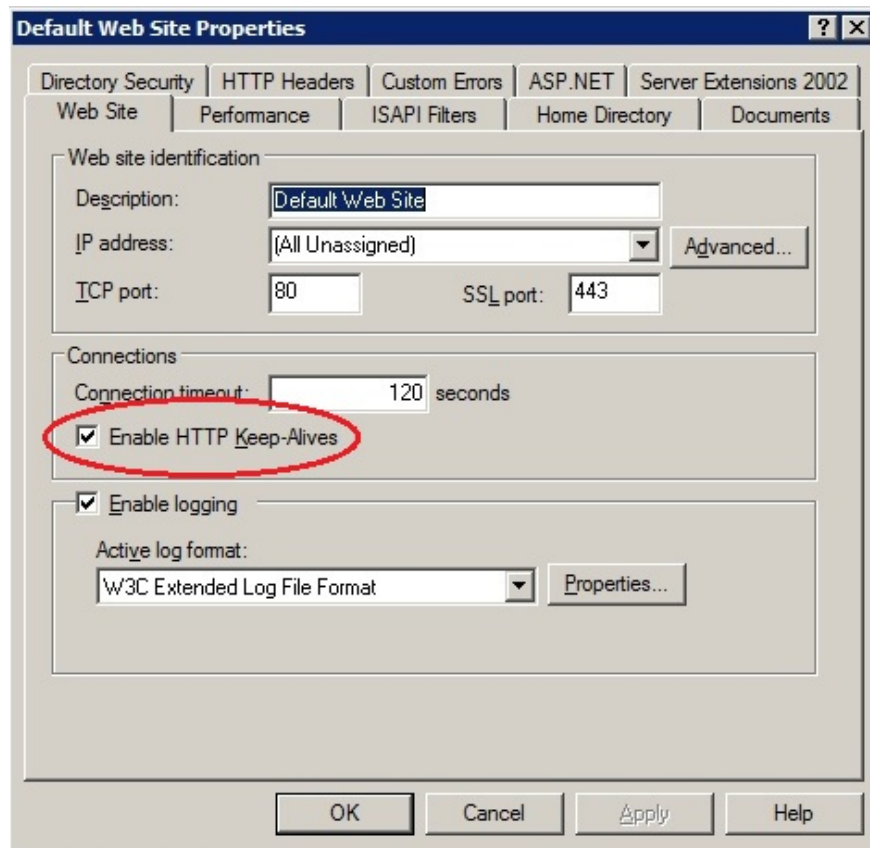
*IP Address Restrictions = Granted Access*

*Secure Communications = does not select Require SSL and Require 128-Bit Encryption*

Note that the company name, business information above can be determined using the **Command Prompt (Start> Run> cmd)** , type the **SET** command and press **Enter** . The returned value **USERDOMAIN** is the information we need to find. Besides, **ASP.NET** should be set to version **v 1.1** for all virtual directories in the list. If you do not see the **ASP.NET** tag and only version **v 1.1** has been installed, there is no need to worry, in case you choose any other version **v 1.1** , please change it to **v 1.1.4322** :



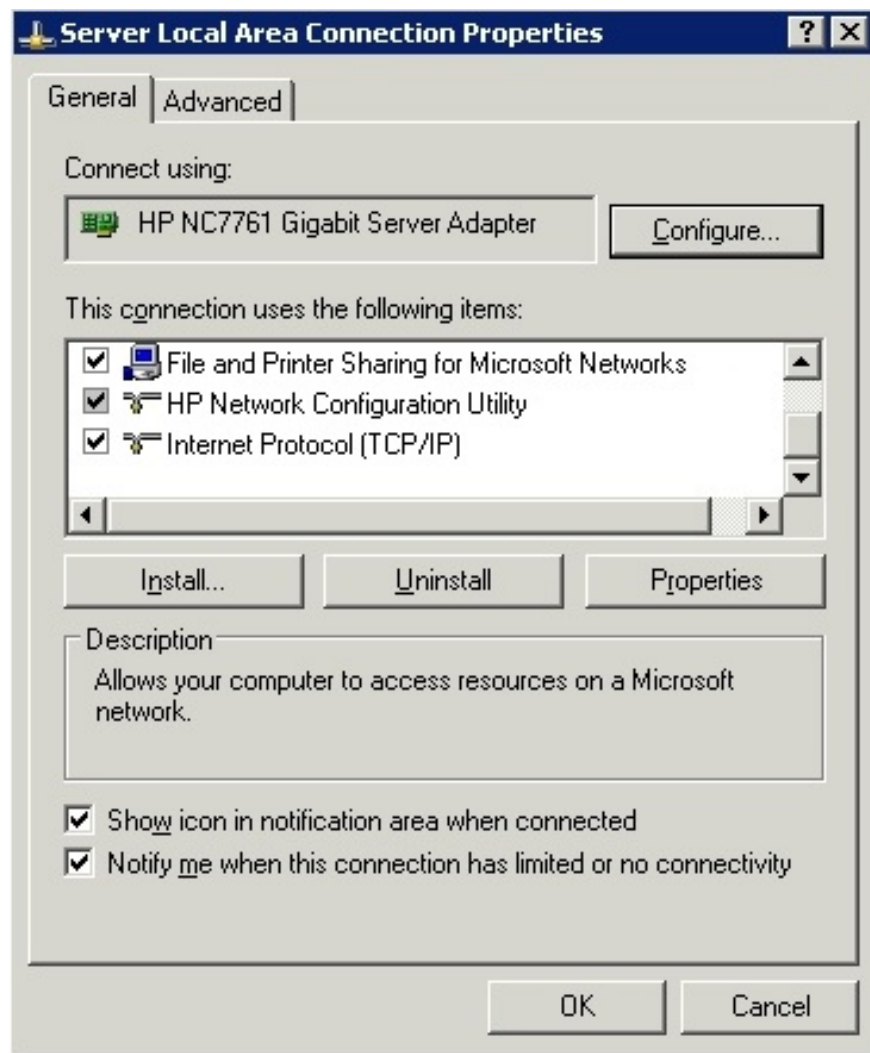
Besides, make sure that we have enabled and used the **HTTP Keep - Alive** feature , right-click the **Default Web Site** and select **Properties** , on the **Web Site** tab, in the **Connections** section, check the **Enable HTTP Keep box. - Alive** and **OK** :



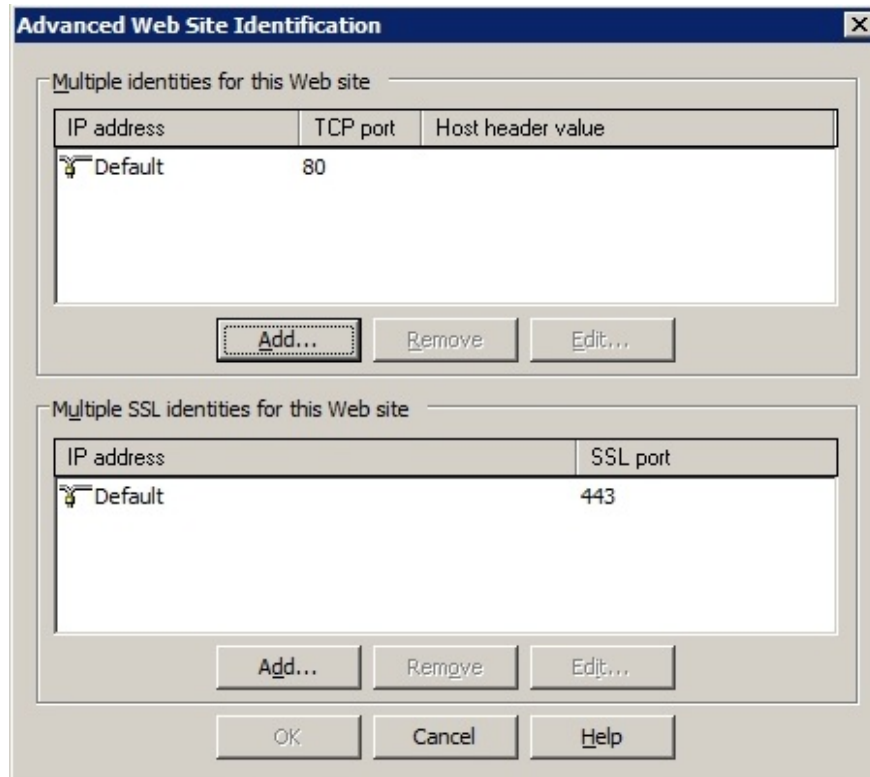
Next, select **Ignore Client Certificates** below the **IISADMPWD** virtual **directory** ( **Directory Security Tab**> **Edit Secure Communications** ). Note that this virtual directory may not exist if you do not choose the ability to reset passwords through **Outlook Web Access (OWA)**.

## Some requirements on IPV6:

Make sure we do not choose to install IPV6 on the system, because otherwise it will become a factor that breaks the stability during **Activesync** operation ( **Start**> **Run**> **type ncpa.cpl**> **press Enter** ), Right-click **Local Area Network Connection** and select **Properties** , notice under the **This Connection Uses section The Following Items** for **Internet Protocol (TCP / IP) v6**, if the component appears here, select **Uninstall** and restart system:



Next, make sure the IP address for the **Default Website** is set to **All Unassigned** and use port **80** ( **open IIS Manager**> **right-click Default Website**> **Properties**> **Advance** ):

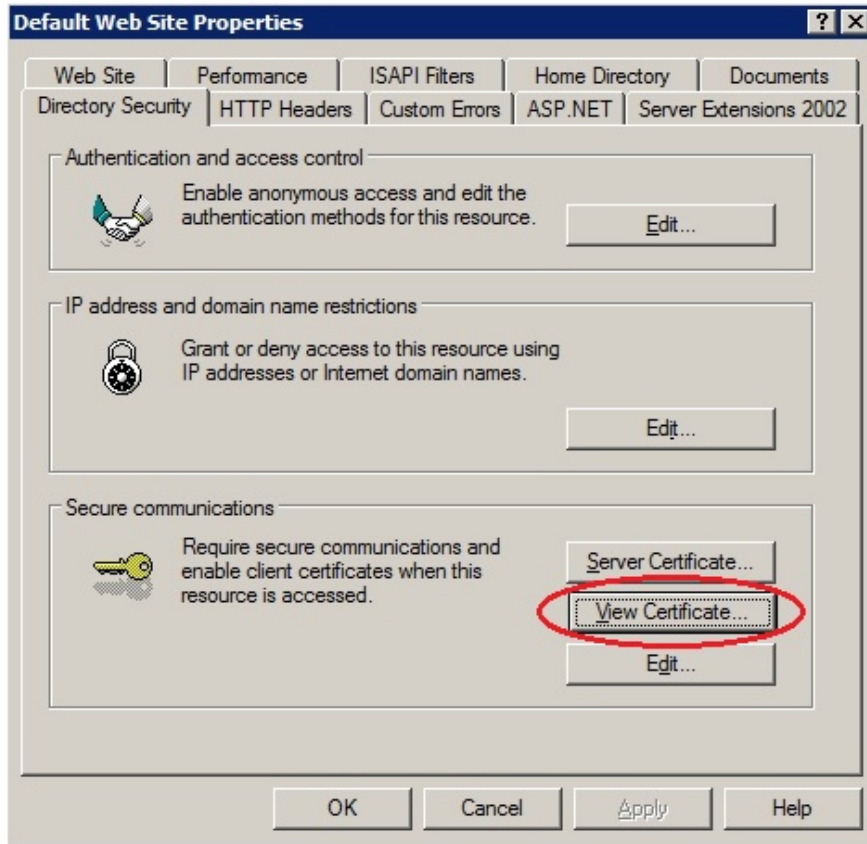


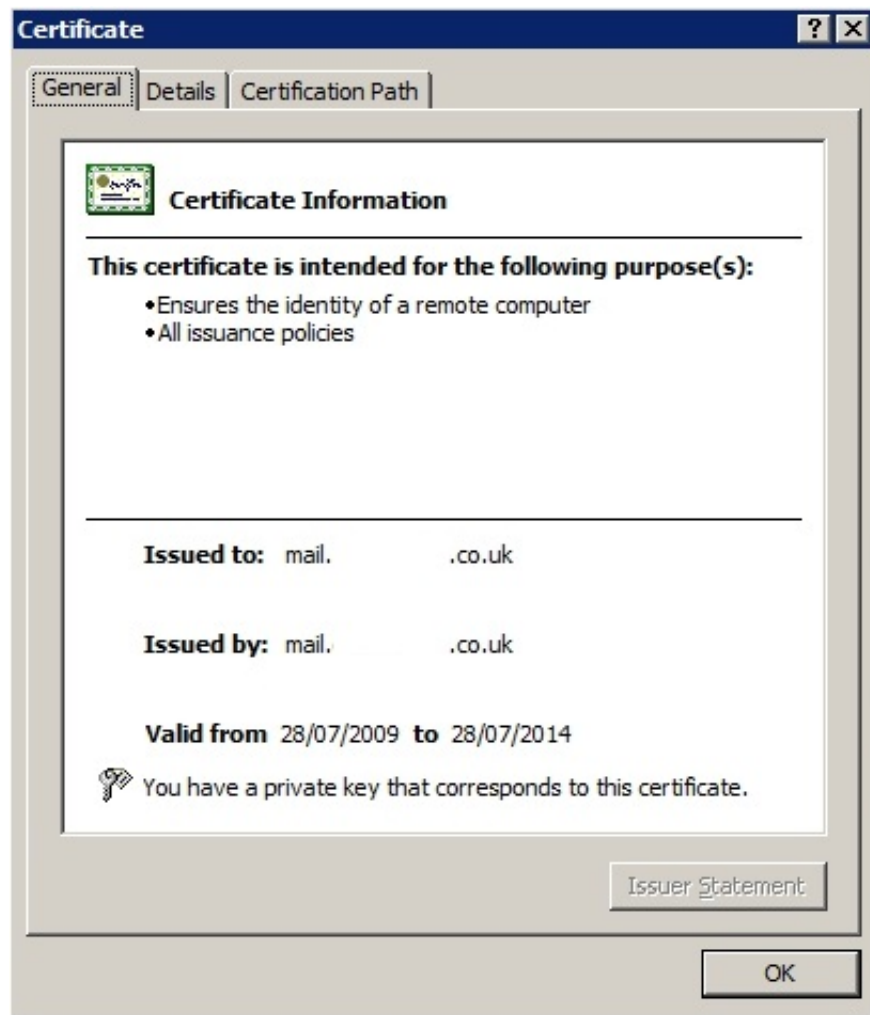
In case your default website uses all ports except 80, the system will not work. So if you change this value to use any program, switch back to value 80 or stop using **Activesync** ! Another point to note is that you should not use any **Host Headers** on the **Default Website** because it also affects **Activesync** . If the user makes any changes to **IIS** , it is necessary to reset all properties at this step ( **Start> run> type IISRESET and press Enter** ).

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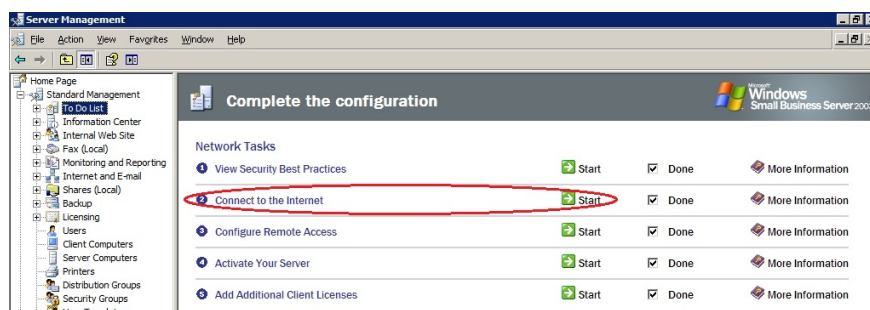
## SSL Certificate:

In addition, make sure that the name on the **SSL certificate** just installed must match the **Fully Qualified Domain Name (FQDN)** that we are using to connect to **ActiveSync** (for example, **mail.microsoft.com** ). To check, right-click the **Default Web Site** in **IIS> Properties> Directory Security tab> click the View Certificate button**:



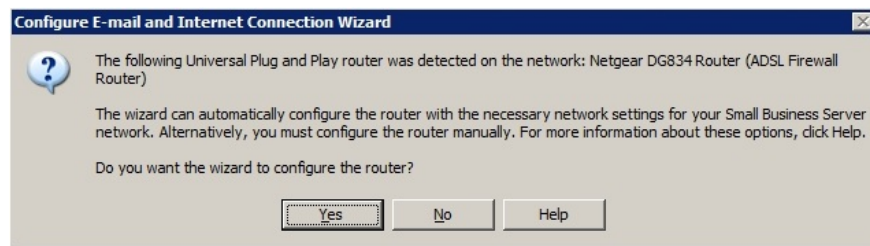


If you are using Small Business Server system and do not want to purchase **SSL certificate** from any 3rd party unit, please use **Connect To The Internet Wizard** again (**Start > Server Management > To-Do List > Connect to the Internet**):

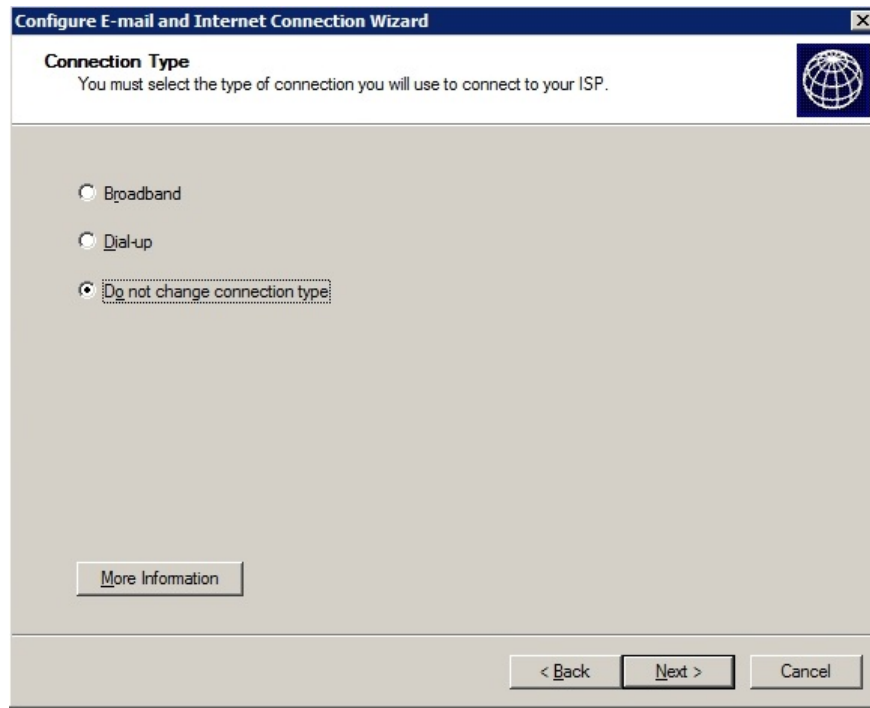




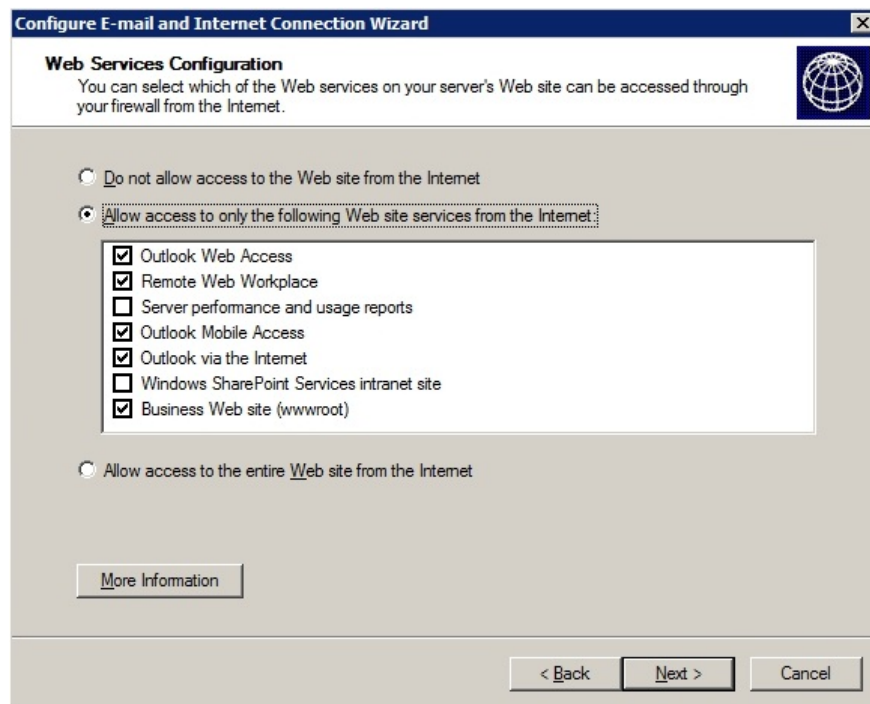
Click **Next** , if this process automatically detects the router device on the system, select **No** at this step:



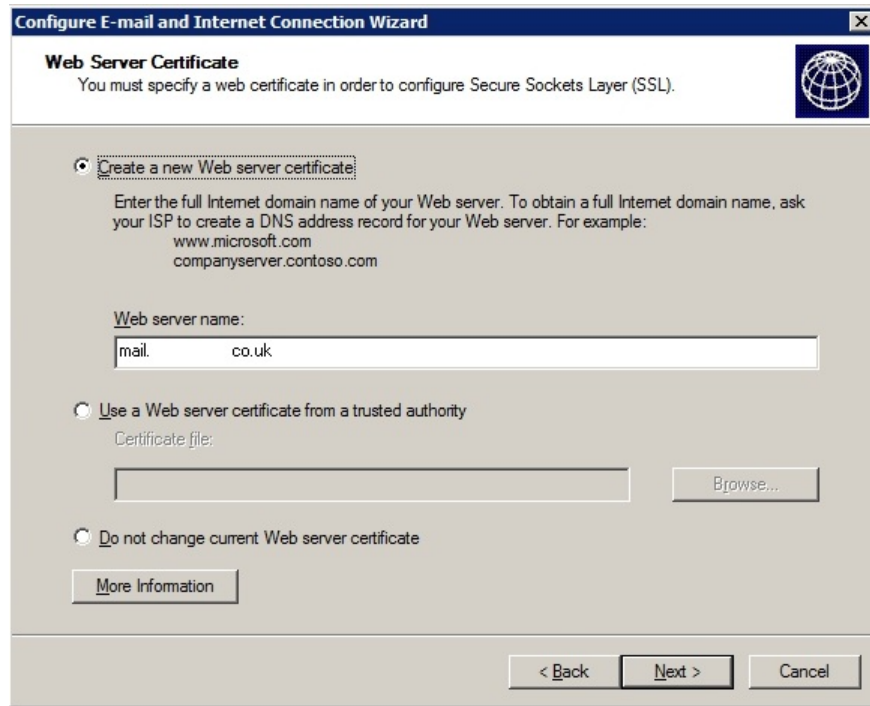
Select the section **Do not change connection type** and click **Next** :



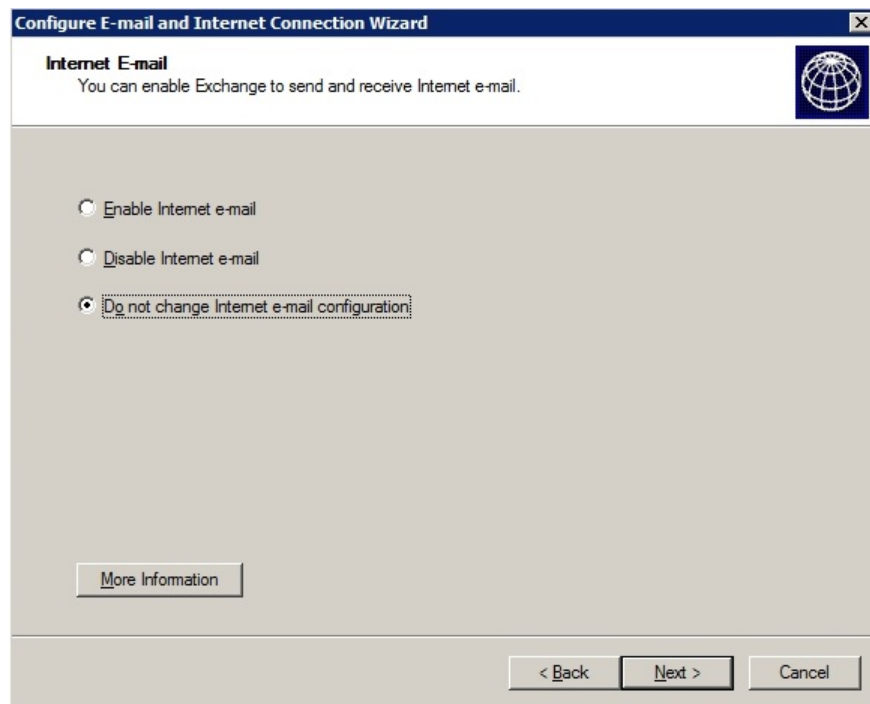
Leave the settings in the **Web Services Configuration Settings** section and continue to select **Next** :



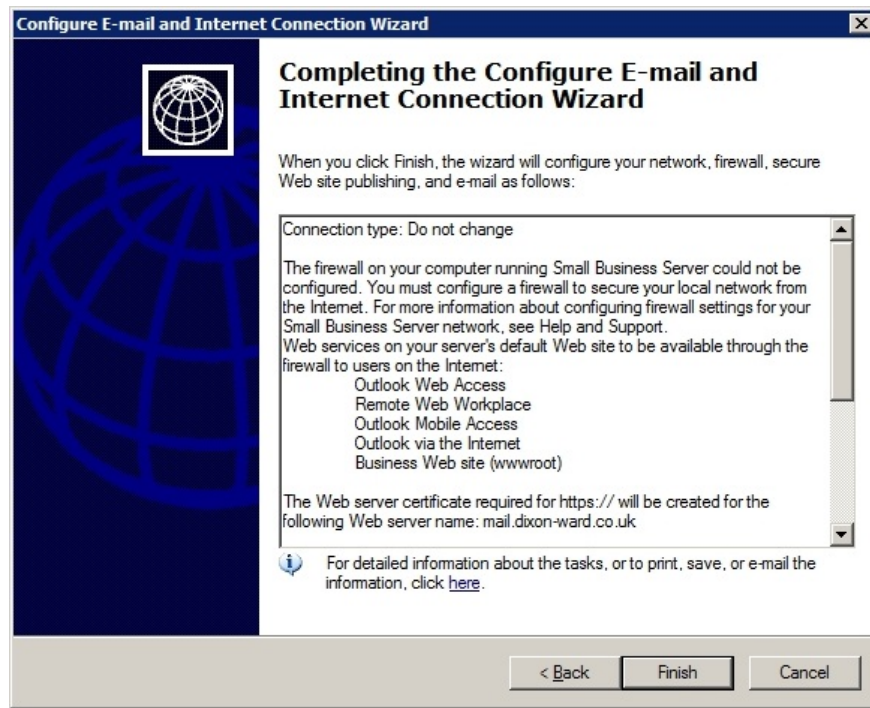
Select **Create a new Web server certificate** and enter the value in the **Web server name** section , for example **mail.yourdomain.com** and click **Next** :



Continue as **Do not change Internet e-mail configuration** and **Next** :



And finally, **Finish** to finish this process:



If you want to do the same thing on a **Windows Mobile phone**, it will be much simpler, **Activesync** will also be more adaptable and configurable, as well as buying **SSL certificates**. In case users create an **SSL certificate** themselves and use a **Windows Mobile** phone, they will have to install the **SSL certificate** on each device that they want to use with the **Exchange 2003** server.

## Some settings on Windows Mobile Phone or iPhone:

*Email Address: email address*

*Server: any information on your certificate, such as mail.yourdomain.com*

*Domain: Your internal domain name, such as yourdomain.com (maximum of 15 characters)*

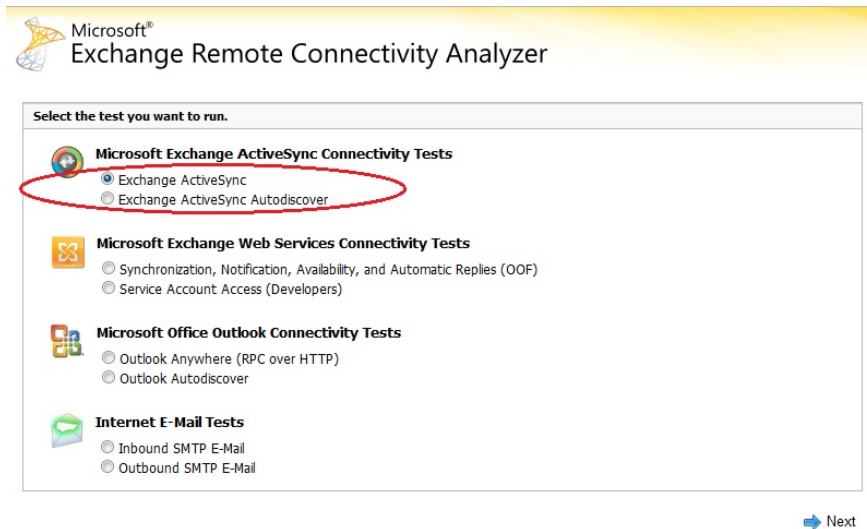
*Username: account information, such as User123*

*Password: login password*

*Description: any information used to describe the account*

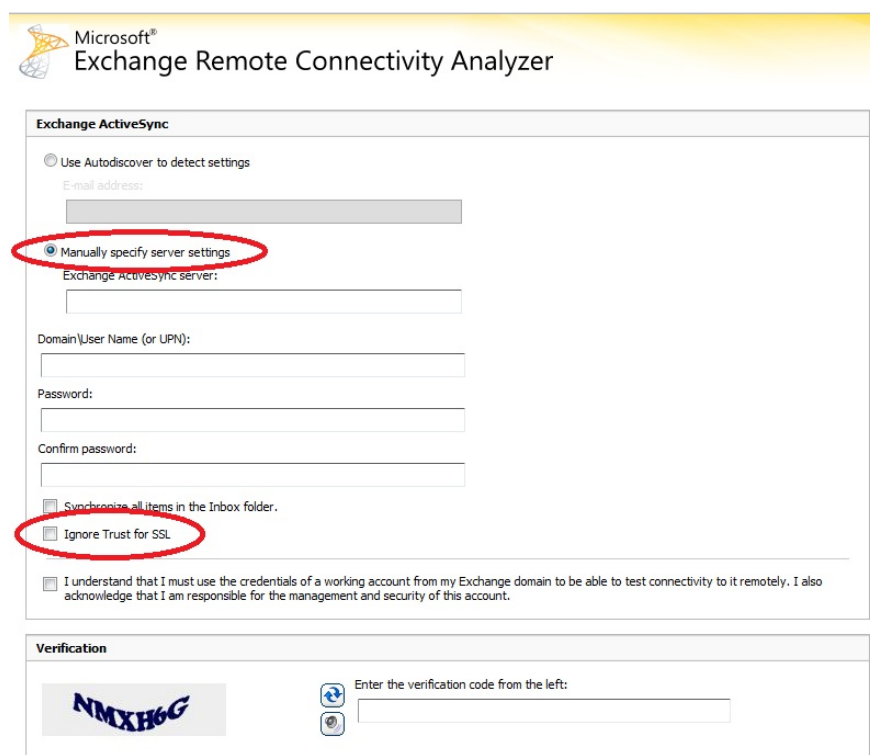
Check:

Once the user has installed SP2, check back by visiting here to make sure everything will work properly. This is an official Microsoft service, dedicated to supporting users to check the installation and configuration of Exchange:



Please select the **Specify Manual Server Settings** section (note that **Exchange 2003** does not have **Autodiscover** , so if an **Autodiscover** setting is used, an error will occur).

For **Certificate SSL** from 3rd party, we should not choose **Ignore Trust for SSL**. For **Certificate SSL** itself, check the **Ignore Trust for SSL** box:



In case you want to set up on your **iPhone** , download and use the free **Activesync Tester** support tool - which is used to determine if an error **occurred** during the installation process. Besides, you can use the PC version here.

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## Some common problems with Activesync and how to fix it:

The first rule to keep in mind is that if you make any changes to the settings of **IIS** , run the **IISRESET** command and then revisit <https://testexchangeconnectivity.com/> to check.

- **Activesync Error 0x86000108** : The process of setting up **Activesync** failed and the user sees error **0x86000108** on **Windows Mobile** phone. When you encounter this situation, please consult the following article carefully at Microsoft for confirmed accounts that have been granted access to **% TEMP%** folder.

- **Application Event Log 3005 Errors** : a lot of errors similar to **3005** can be solved by changing the **Default Website Timeout** value from **120** (default) to a larger value (eg **480** ) using **IIS Manager** . For **Small Business Server 2003 users** , please refer to the tutorial article below.

- **Inconsistent Sync:** in case you get a message about a data **synchronization** error - **Synchronization** from the device to an **Exchange 2003 server** , add the following **Registry** key:

```
HKEY_LOCAL_MACHINESYSTEMCurrentControlSet\Services\MSExchangeISVirusScan    ProactiveScanning  
REG_DWORD 1
```

- **HTTP 401 Error:** when the user encounters this error during the checkout process with <https://testexchangeconnectivity.com/>, it may be because the **Username** or **Password** information is incorrectly registered, besides the possibility of a conflicting IP address Suddenly setting up virtual directories (see **Prerequisites** section in **IIS Settings** ).

- **HTTP 403 Error:** make sure that **Forms Based Authentication** feature is not enabled in **Exchange Virtual Server** section of **Exchange Protocols (Exchange System Manager> Servers> Protocols> HTTP> Exchange Virtual Server properties> Settings)** . In this case, please refer to the following tutorial to create exchange - oma virtual directory.

- There are quite a few special cases, that is **Activesync** system still works even if an error occurs: ' **An HTTP 403 forbidden response was received. G?p câu tr? l?i ?? có s?n không rõ. Body is:**

## HTTP / 1.1 403 Forbidden

. To solve this problem thoroughly, please open **Exchange System Manager> Global Settings> Mobile Services Properties> Device Security> Exceptions**, then assign your account to this list of **Exceptions** .

- On the other hand, we can also solve this 403 error by using the command:

```
eseutil /p  
eseutil /d and  
isinteg -s servername -fix -test alltests
```

- Check if **Activesync** is enabled on your server system: [http://technet.microsoft.com/en-us/library/bb125073\(EXCHG.65\).aspx](http://technet.microsoft.com/en-us/library/bb125073(EXCHG.65).aspx)

- Check **Activesync** has been enabled for each user account: [http://technet.microsoft.com/en-us/library/aa997489\(EXCHG.65\).aspx](http://technet.microsoft.com/en-us/library/aa997489(EXCHG.65).aspx)

- **HTTP 500 Error** : in case you still cannot make **Activesync** work or the system continuously reports an **HTTP 500 Error** , apply **Method 2** in **Microsoft Knowledgebase Article KB883380 tutorial** . The key to this

process is that users must delete the **Exchange Virtual Directories** section in the **IIS Metabase** , then re-initialize them. While deleting the **Exchange virtual Directories** , remember to delete the **Exchange - OMA** virtual directory if available.

- If after you follow the **KB 883380** tutorial and the problem is still not resolved, **Activesync** is still not "active" and the **HTTP 500 Error** notification **error will** still show up frequently, please continue with the following method. here:

- Disable the function of **Forms Based Authentication - Exchange HTTP Protocol** (if currently enabled)

- Remove **SSL** settings from the **Exchange IIS** virtual directory

- Use **iisreset** command

- Check **Activesync** without **SSL** mechanism. If successful, right-click on **Exchange Virtual Directory** and select **Tasks> Save Configuration to a file** , name the file **Exchange** and save to **Desktop** .

- Using **regedit** , right-click **My Computer** and select **Export** , name the file **EntireRegistry** and save the backup file on the **Desktop** .

- In **Registry Editor**, look for the **HKLM System CurrentControlSet Services MasSync Parameters** link and delete the **ExchangeVDir** key in the right pane. Then, close this **Registry Editor** window.

- Right-click on the default website and select **New> Virtual Directory** , point to Desktop and select the **Exchange.xml** file saved in the previous step, click the **Read File** button, and select **Exchange** from **Select a configuration to import** , then click Next **OK** . Next, select **Create a new virtual Directory**, name the item **exchange - oma** and click **OK** .

- After that, right-click on the **Exchange-OMA** virtual directory that you just created and click **Browse** , we will see **OWA** displayed.

- Open the **Registry Editor** again and assign the file **ExchangeVDir** back to **String Value** , then change the value to **read / exchange-oma** , and close this **Registry Editor** window.

- Enable **SSL** mechanism and **Encryption** request **128 - Bit** in **Exchange Virtual Directory** to use security features.

- Activate and use **Forms Based Authentication** (if desired) in **Exchange> Protocols> HTTP** section

- Make sure we have **Integrated Authentication** selected in the **Exchange Virtual Directory** section

- Check that **Exchweb** virtual directory does not use **SSL**

- Use **iisreset** command

- Check all **Activesync** again.

- If all of the above steps do not help us fix the situation, check the log file - **Event ID 9667 - Source MExchangeIS** . Please consult the MS KB820379 article carefully.

- For some cases where the error is quite special and extremely difficult to understand with **HTTP 500 error**, let's check again the whole setting of **EXCHWEB Virtual Directory** in **IIS Manager** :

*Exchweb Virtual Directory:*

*Authentication = Anonymous*

*Secure Communications = does not choose Require SSL and Require 128-Bit Encryption*

*Exchweb> Bin folder:*

*Authentication = Basic*

*Secure Communications = does not choose Require SSL and Require 128-Bit Encryption*

*Exchweb Directory> Bin> Auth:*

*Authentication = Anonymous*

*Secure Communications = does not choose Require SSL and Require 128-Bit Encryption*

*Exchweb Bin Auth USA Directory:*

*Authentication = Basic*

*Secure Communications = does not choose Require SSL and Require 128-Bit Encryption*

Once again, please note that when you apply any changes to IIS settings, use the IISRESET command, then check again with <https://testexchangeconnectivity.com/>. Good luck!

You finished reading the article "**Some common problems with Exchange 2003 systems - Activesync and workarounds**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.