



TheEmailADMIN

# Top 10 Most Popular Troubleshooting Posts for Email Administrators

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### **About TheEmailAdmin**

[TheEmailAdmin](#) covers the wide subject of email management and email security, focusing on the topics of email storage, email compliance and other email technologies. You will find advice on security, email security, troubleshooting, email archiving, Exchange Server related articles, eDiscovery news and other email-related features that will help to keep your business and network secure and in compliance with legislation.

This eBook has gathered ten of the most popular troubleshooting posts that have been published on TheEmailAdmin that deal with error codes which you may encounter when using Exchange Server.



## 1. Troubleshooting Error Code 0x8004011D

As always, getting an error message can have different causes. And when administering the “fix” you might not solve your problem. So here are a couple of different solutions to problems that produce the 0x8004011D error message.

Sometimes you cancel the Exchange Server logon for synchronization and you then receive the 0x8004011D error message from Outlook. This situation can occur when you synchronize and then work offline or restart offline. You’ll get the following error message after you press F9 to reconnect for synchronization and then click Cancel in the network logon dialog box:

```
Task "Microsoft Exchange Server" reported error (0x8004011D): "The server is not available. Contact your administrator if this condition persists."
```

Microsoft has confirmed that this is a problem in Microsoft Office Outlook 2007, Microsoft Office Outlook 2003 and Microsoft Outlook 2002 Standard Edition.

You can also get the same error message whenever your machine tries to connect to the Exchange Server.

```
Task "Microsoft Exchange Server" reported error (0x8004011D): The server is not available. Contact your administrator if this condition persists
```

Sometimes you will notice that this error message is seemingly restricted to a particular machine and is not showing up on other machines. Such is the case as when your users can log in to Outlook Web Access from all machines except one particular machine. Your first efforts at diagnostics should include testing your network connection by pinging the Exchange Server from the problem machine. Use the IP address and Fully Qualified Domain Name.

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Try to avoid having to reinstall any software such as Microsoft Office. That should be the last thing you do to correct the problem.

Sometimes you will see this error message when you have slow connections and VPN connections. You can try to delete the Exchange profile in Outlook and then recreate it. Sometimes this will correct the problem. You can also try recreating the entire user profile. Another solution which works is to add the problem user’s profile to the access control list (ACL) and then apply permissions to the user’s read information store status. After the user logs in and after verifying that the problem no longer exists you should then remove the user from the ACL. Follow the instructions below to implement this solution:

1. Verify that the problem user(s) are logged off.
2. In Exchange manager, locate the information store that contains the problem user(s) mailbox. Right click, select Properties and then select the security tab.
3. Add the problem user(s) account to the ACL and apply the “Read Information Store Status” permission.
4. Ask the user(s) to log back in, open Outlook and verify that the problem no longer exists.
5. Remove the user from the ACL.



You can also receive the 0x8004011D error code when you work offline in Microsoft Outlook. Sometimes the Send/Receive status bar may appear after about two minutes, and then you receive the error message on the Send/Receive status bar after three to five minutes.

This problem occurs when all the following conditions are true:

- You installed Microsoft Office XP Service Pack 2 (SP-2), or you installed the update that is described in the following article in the Microsoft Knowledge Base: 311744 OL2002: Messages That Have EFD or MAPI Forms Are Not Automatically Sent
- You are working offline in Microsoft Outlook.
- You are not connected to a network.
- You have the 'Send immediately when connected' option turned on.

The problem is fixed in Office XP Service Pack 3. You can resolve it by obtaining the latest service pack for Microsoft Office XP. Go to the following article in the Microsoft Knowledge Base <http://support.microsoft.com/kb/307841/> to view information about how to download the latest Office XP Service Pack from Microsoft.

A supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem that is described above. Apply this hotfix only to systems that are experiencing this specific problem.

This fix is a post-Office XP Service Pack 2 (SP-2) fix. To install the fix, you must have Office XP SP-2 installed. Additionally, you may have to install Windows Installer 2.0 to install this fix.

To work around this problem, turn off the 'Send immediately when connected' option. To do this, follow these steps:

1. Start Microsoft Outlook.
2. On the Tools menu, click Options.
3. On the Mail Setup tab, click to clear the 'Send immediately when connected' check box, and then click OK.



## 2. Troubleshooting Error Code 0x8004010f

Many times when using Outlook you will encounter synchronization errors. Here's another synchronization error to watch out for. The 0x8004010f error code is a generic reference for MAPI errors. You can see it for many problems related to using Outlook and it will often show up during rebuilds of the Offline Address List.

You can use the Microsoft Exchange Server Error Code lookup tool, "err.exe", to view the error this way:

```
C:\WXPsystem32>err 0x8004010f
# for hex 0x8004010f / decimal -2147221233
ecNotFound ec.h
ecAttachNotFound ec.h
ecUnknownRecip ec.h
ecPropNotExist ec.h
MAPI_E_NOT_FOUND mapicode.h
# 5 matches found for "0x8004010f"
```

The sync log will show the Outlook error like this:

```
Synchronizing Mailbox <name>
Done
Microsoft Exchange offline address book
0x8004010f
```

Outlook clients can get the 0x8004010f error code for a variety of reasons. Most often this will occur when downloading or generating the offline address book. Some of these reasons are listed below.

Sometimes an administrator will attempt to download the offline address book in Microsoft Outlook or Exchange Server but the download fails or the list is not generated successfully in the case of an attempt to generate the list. The synchronization log will show events such as:

```
Synchronizing Mailbox <name>
Done
Microsoft Exchange offline address book
0X80004005
```

```
Synchronizing Mailbox <name>
Done
Microsoft Exchange offline address book
0x8004010f
```

When you try to generate an offline address list on the default Offline Address Lists folder in Exchange 2000 or 2003 Server, the list may not be generated successfully. The following events are logged in the application event log:

```
Event Type: Warning
Event Source: MSExchangeSA
Event Category: OAL Generator
Event ID: 9109
Date: <date>
```



```
Time: <time>
User: N/A
Computer: <server name>
Description:
OALGen encountered an error [0x8004010f]. This may be normal operation.
Check other logged events to see if this is a serious error. For more
information, click http://search.support.microsoft.com/search/?adv=1.
```

```
Event Type: Warning
Event Source: MSExchangeSA
Event Category: OAL Generator
Event ID: 9116
Date: <date>
Time: <time>
User: N/A
Computer: <server name>
Description:
OALGen encountered an error while generating the changes.oab file for
differential downloads. Clients will not be able to incrementally update to
the new version of the OAL. This is normal if this is the first time this
OAL has been generated. There is no previous version for clients to start
with. Check other logged events to see if this is a serious error. (Global
Address List) For more information, click
http://search.support.microsoft.com/search/?adv=1.
```

You may also see the following events:

```
Event Type: Warning
Event Source: MSExchangeSA
Event Category: OAL Generator
Event ID: 9109
Date: <date>
Time: <time>
User: N/A
Computer: <server name>
Description:
OALGen encountered an error [0x80040107]. This may be normal operation.
Check other logged events to see if this is a serious error.
For more information, click
http://search.support.microsoft.com/search/?adv=1.
```

```
Event Type: Error
Event Source: MSExchangeSA
Event Category: OAL Generator
Event ID: 9127
Date: <date>
Time: <time>
User: N/A
Computer: <server name>
Description:
OALGen encountered error [0x80040107] while calculating the OALs.
```



These errors can occur under the following conditions:

- The OAB Version 2, OAB Version 3 or OAB Version 4 system folder is missing from the public folder store.
- The All Address Lists or All Global Address Lists containers contain sub-containers, instead of just address list objects.
- The offline address list was deleted and then it was re-created with the same name.

When an offline address list is deleted, it stays in the system public folder for seven days. If a new offline address list with the same name is created in this seven-day period, a new public folder that is named OAB Version 2, OAB Version 3 or OAB Version 4 folder is created under the public folder that is associated with the deleted offline address list.

A new public folder for the new offline address list is created. Because the OAB Version 2, OAB Version 3 or OAB Version 4 folder is already located in the deleted offline address list public folder, an updated OAB Version 2 folder is not created for the new offline address list public folder.

When the client computer tries to locate the OAB Version 2 folder for the new offline address list, it cannot find it because the folder does not exist.

Here are some workarounds to correct these issues.

**Workaround 1:** Create a new offline address list with a different name.

1. Start Exchange System Manager.
2. Expand Recipients.
3. Right-click Offline Address Lists, click New, and then click Offline Address List.
4. Type the name that you want in the Offline Address List Name box, and then click Browse.
1. (The new offline address list name must be different from the originally deleted offline address list name.)
5. In the Select Exchange Server dialog box, click the appropriate server,
6. Click OK, and then click Next.
7. Under Address Lists, click the Default Global Address List , and then click Next two times.
8. Click Finish.

**Workaround 2:** Remove the container objects and leave only the address list objects. Container objects cannot be enumerated which causes the 0x8004010f error.

**Workaround 3:** If you delete an offline address list, you must wait greater than seven (7) days before you can create an offline address list with the same name.



### 3. Troubleshooting Error Code 0x80040111

I am sure that at some point your users have come to you and complained that they can't send email. You can take a look at the logs and also at a particular user's setting to see if there is anything different about their profile.

Sometimes they will try to send an email but get back a message similar to the following:

```
This message could not be sent. Try sending the message again later, or contact your network administrator. The Microsoft Exchange server is currently busy. If this message is still displayed in 30 minutes, contact your Exchange server administrator. Error is [0x80040111-0x80040111-0x000520].
```

There are other situations when you may get the error code 0x80040111 such as:

- PRB: Error "ClassFactory Cannot Supply Requested Class" (80040111 ... (279129).
- Attempting to install Microsoft Windows Live OneCare.
- If you have two instances of Microsoft SQL Server 2000 on the same computer, and SQL Mail is configured with separate mail profiles on each instance.
- Move Mailbox operation is unsuccessful.
- Logons to the Microsoft Exchange server computer fail and you get "The information store could not be opened" error message.
- If the MSSQLServer Service startup account is set to the local system account and xp\_startmail fails.
- Exchange 2000 Management Pack MAPI Logon Check Reports Logon Failures.

Sometimes you receive fatal error messages when you use the MExchange Event Services (Events.exe) in Exchange Server 5.5 or in Exchange 2000 Server to process messages. This can happen when a client action spawns activation of a script and they get the following error message:

```
A fatal error (0x80040111) occurred in an IExchangeEventSink while processing message [Subject = "xxx"]
```

This is a MAPI error which translates to the MAPI\_E\_LOGON\_FAILED error value.

This issue may occur if any one of the following conditions is true:

- At least one script was last modified by someone who shares the same alias, the same surname, or the same display name as someone else in the global address list.
- For an Exchange 2000 Server-based computer, the Exchange Event Service logs on as the local computer account instead of a service account.



- If you join an Exchange 2000 Server-based computer to the site, and then perform either of the following actions:
  - Move the mailbox that created the event scripts that are bound to a folder.
  - Move an existing Exchange Server 5.5 script to an Exchange 2000 Server-based computer.

You should first determine if there is a duplicate mailbox alias (Mixed or Pure Exchange environments). You can do this by following the steps listed below. (Remember to always backup your Registry.)

1. Determine which mailbox has a duplicate alias by clicking on the EventConfig\_servername folder for the server that is receiving the errors, then see who has Owner permissions. Do this because only the owners can modify the scripts.
2. Look for duplicate names by sending a new message to the alias, and then perform a check name procedure. If more than one mailbox is returned, check the surnames to see if there are duplicates.
3. To check for ambiguity for each of those aliases:
  - Type their alias in the To line of the client and perform a Check Name.
  - or
  - Type =alias on the To line, then press ALT+K.
  - or
  - Perform a directory export of the global address list and sort on the Alias column to see if any of the owners of the EventConfig\_servername folder shows multiple listings.
4. Set diagnostic logging to Maximum (5) for the Event Service. This can only be done in the registry at:

```
HKEY_Local_Machine/System/CurrentControlSet/Services/MSExchangeES/Parameters
```

If no duplicate mailbox aliases were discovered then you should resolve known issues with permissions (Mixed or Pure Exchange environments).

If duplicate mailbox aliases were discovered then you have to decide whether you want to choose a different (unique) mailbox to edit the scripts or remove the other mailboxes from the global address list.

If the scripts are installed in mailbox folders, the next part is even more detailed if you do not have a list of which mailboxes have scripts associated with them or there are many that do. This is because even with Event Service logging turned up to Maximum (5) in the registry, the Event ID 16385 (which occurs just before the Event ID 11) says that the folder being processed is Inbox. Every mailbox has an Inbox folder. So you cannot know which mailbox has been altered by the “rogue” EventConfig owner.

1. Post or send a message to the above mailboxes in a segmented fashion to determine when the Event ID 11 occurs. Twenty percent intervals during a quiet time in the environment are suggested.
2. When you find the mailbox, simply go into the script and save it while you are logged on as a unique mailbox alias.



3. If the scripts are installed in public folders:

- Set Event Service logging to Maximum (5) in the registry.
- Post or send messages to the public folders in the same fashion as described with mailboxes above, and monitor the application log.
- Event ID 16385 tells you which folder it is processing and, in case there are multiple agents in the folder, Event ID 32773 tells you the agent that it's calling.
- Log on to a unique mailbox that has Owner permissions on the EventConfig\_servername and the public folder, then open the script, and save it.



#### 4. Troubleshooting Error Code 0x80040115

There are many situations when you may receive the error code 0x80040115.

Such situations may include:

- An attempt to save an activity in the Microsoft Dynamics CRM client.
- The xp\_sendmail extended stored procedure does not run.
- The Information Store service crashes on an Exchange Server 2003.
- RPC data may be blocked and Outlook may not start in Windows Server.
- Event ID 8207 repeatedly appears in the application log.
- Event IDs When Starting the Information Store with Blank Databases.
- Multiple Exchange Server 2007 services do not start when you upgrade.
- Microsoft Exchange Server – Sending” reported error.
- The connection to the Exchange Server computer was lost.

Here are some ways to resolve some of these errors.

Looking at the first situation where you were trying to save an activity in Microsoft Dynamics CRM 3.0 client for Microsoft Office Outlook, you may receive the following error message:

Microsoft CRM Unhandled Error Details:

Server Error in '/' Application.

Exception from HRESULT: 0x80040115.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Runtime.InteropServices.COMException:

Exception from HRESULT: 0x80040115.

Source Error: An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

[COMException (0x80040115): Exception from HRESULT: 0x80040115.]

Microsoft.Crm.Platform.ComProxy.CRMContactClass.Create(CUserAuth& Caller, String Contact) +0

Microsoft.Crm.Application.Platform.Contact.InternalCreate(String xml) +268

Microsoft.Crm.Application.Platform.Entity.Create() +109

Microsoft.Crm.Application.Forms.AppForm.RaiseDataEvent(FormEventId eventId) +408



Microsoft.Crm.Application.Forms.EndUserForm.Initialize(Entity entity) +57

Microsoft.Crm.Application.Forms.CustomizableForm.Execute(Entity entity, String formId, String formType) +83

Microsoft.Crm.Application.Forms.CustomizableForm.Execute(Entity entity) +13

Microsoft.Crm.Web.SFA.ContactDetailPage.ConfigureForm() +244

Microsoft.Crm.Application.Controls.AppPage.OnPreRender(EventArgs e) +29

System.Web.UI.Control.PreRenderRecursiveInternal() +54

System.Web.UI.Page.ProcessRequestMain() +1499

Microsoft CRM Platform Error Report:

Error Description: Exception from HRESULT: 0x80040115.

Error Details: Exception from HRESULT: 0x80040115.

Error Number: 0x80040115

Source File: Not available

Line Number: Not available

This problem occurs if the following conditions are true:

- You try to save one of the following activities:
  - Contact
  - Task
  - Appointment
  - Service
- You click Go Offline in the Microsoft Dynamics CRM client for Outlook, and then you disconnect the computer that is running the Microsoft Dynamics CRM client for Outlook from the network.
- The cause of the problem is because a MAPI\_E\_NETWORK\_ERROR error stops the IMsgStore->OpenEntry function.

*Note:* The IMsgStore->OpenEntry function is defined in the OutlookItemFinder.cpp file.

You can correct the problem by enabling the Use Cached Exchange Mode feature in Outlook. To do this, follow these steps:

1. Start Outlook.
2. On the Tools menu, click Account Settings.
3. Click the e-mail account that you use, and then click Change.
4. Click to select the Use Cached Exchange Mode check box, and then click Next.
5. Click Finish.
6. Click Close.

In the second situation, where the xp\_sendmail extended stored procedure does not run, you may have tried to send an e-mail message by using the xp\_sendmail extended stored procedure on a computer that was running Microsoft SQL Server 2000 Service Pack 2 (SP2) or later. The result was that the xp\_sendmail extended stored procedure did not run successfully. You most likely received the following error message:

```
Server: Msg 18025, Level 16, State 1, Line 0
xp_sendmail: failed with mail error 0x80040115
```

This problem typically occurs when the following two conditions are present:

There is a loss of network connectivity between the computer that is running Microsoft SQL Server 2000 and the computer that run Microsoft Exchange Server.

The Exchange server is restarted after the first execution of the xp\_sendmail extended stored procedure on instance of SQL Server where the error occurred.

You can resolve this problem by obtaining the latest service pack for Microsoft SQL Server 2000. For more information, review article 290211 in the Microsoft Knowledge Base.

Additionally, there is a Hotfix available on the Microsoft Support web site.

Microsoft has confirmed that this is a problem in the following Microsoft products:

Microsoft SQL Server 2000 Desktop Engine

Microsoft SQL Server 2000 Service Pack 2

Microsoft SQL Server 2000 Service Pack 3

Microsoft SQL Server 2000 Personal Edition Service Pack 3

This problem was first corrected in Microsoft SQL Server 2000 Service Pack 4.

To work around this problem, verify the network connectivity, and then resend the mail. You can set up the retry option for the xp\_sendmail extended stored procedure by configuring the registry entries or by adding retry logic to your application code. To do this, use one of the following methods:

**Method 1:** Configure the retry option for the xp\_sendmail extended stored procedure.

**Method 2:** Add retry logic to your application code.

When you send an e-mail message by using the xp\_sendmail extended stored procedure, the xp\_sendmail extended stored procedure makes many calls to the MAPI API. However, the retry option in the Microsoft hotfix is only added for a single call that caused the failure with the following error message:

```
HRESULT = 0x80040115
```



## 5. Troubleshooting Error Code 0x80004005

There are several situations where you may encounter error code 0x80004005.

You can receive the error code 0x80004005 if you use Distributed Authoring and Versioning (DAV) to query for message properties on the information store in Microsoft Exchange 2000 Server or Microsoft Exchange Server 2003. A 0x80004005 (ecCallFailed) error is returned if the urn:schemas:mailheader:to property is requested. Additionally, an error is returned if there are messages in the result set that have recipients where the value of PR\_EMAIL\_ADDRESS is an empty string ("").

You may also receive the error when you use xp\_sendmail extended stored procedure to send e-mail from SQL Mail with SQL Server 2000. The error message you receive will look like:

```
xp_sendmail:failedwithmailerror 0x80004005.
```

Another circumstance when you receive error code 0x80004005 is when you query for a specific MAPI interface by using a pointer that you obtained from an Outlook object's MAPIOBJECT property.

The error message is short:

```
0x80004005 (E_FAIL).
```

When this happens it is because The MAPIOBJECT property is available only for compatibility with Microsoft Collaboration Data Objects (CDO) 1.21. It is a hidden property of Outlook Object Model objects, and is not meant to be used from the Outlook object. The MAPIOBJECT property is meant to be used from the corresponding CDO object. To use the MAPIOBJECT property, use CDO to obtain it from the corresponding CDO object.

Additionally, a SQL Server Database Maintenance Plan includes an option to send a maintenance report (that is, a file that contains results for the execution of the maintenance plan) by e-mail to a predefined operator on the server. E-mailing the maintenance report file to the operator may fail with the following error message, which can be found in the maintenance report for the Database Maintenance Plan:

```
Error 18025: [Microsoft][ODBC SQL Server Driver][SQL Server]xp_sendmail:  
failed with mail error 0x80004005.
```

Note that this error does not affect the reporting of the job status. The job is still shown as successful. The xp\_sendmail extended stored procedure fails with the 0x80004005 error when attempting to send an open file as an e-mail attachment. Sqlmaint.exe executes the Maintenance Plan and writes output to the report file. The final step in the Maintenance Plan, which is to send an e-mail, is also recorded in the report. Because the report file is still open when xp\_sendmail tries to send it as an attachment, the attempt fails.

You can resolve this problem by obtaining the latest service pack for SQL Server 2000.

Microsoft has confirmed that this is a problem in SQL Server 2000. This problem was first corrected in SQL Server 2000 Service Pack 1.



To work around this problem, you can include the script below as an additional job step in the last job created by a particular Maintenance Plan. This script below sends the last report file for a specific Maintenance Plan to a specified e-mail address.

To use this workaround, follow these steps:

1. Identify the last job for the Maintenance Plan.
2. Right-click the job, click Properties, click Steps, select the step, and then click Edit.
3. On the Edit Job Step dialog box, click the Advanced tab.
4. Set On Success Action to Go To Next Step.
5. Click OK on the Edit Job Step dialog box.
6. Click New to add a new step, and then give the step a name. Type should be Transact-SQL Script (TSQL) and Database should be master.
7. Paste the following script in the command window:  
declare @planname varchar(100)  
declare @dir varchar(200)  
declare @operator varchar(50)  
declare @cmd varchar (200)  
declare @mailfilename varchar(200)  
declare @filenamelen int

Values set here can actually be provided as parameters to a stored procedure.

If provided as parameters to a stored procedure, remove the following select statements.

@planame is the plan whose maintenance report is sent.

@dir is the log directory for SQL Server. It is the directory to which the maintenance report files are written.

@operator is the email address of the person to whom the report file should be mailed.

```
select @planname = 'Database Maintenance Plan 1'  
select @dir = 'c:\Program Files\Microsoft SQL Server\MSSQL$SQL2K1\LOG'  
select @operator = 'email@domain.com'
```

You can automatically set the above by reading various values from SQL Server.

```
SET NOCOUNT ON  
IF RIGHT (@dir, 1) <> ''  
begin  
select @dir = @dir + ''  
end  
SELECT @dir = 'dir /s /b '+''+@dir + @planname+'*.txt'+'''+ ' >c:\dir.txt'
```

```
create table #TMP_MAINT_FILENAMES (NAME1 varchar(8000))
exec xp_cmdshell @dir
BULK INSERT #TMP_MAINT_FILENAMES
FROM 'c:dir.txt'
WITH
(
    ROWTERMINATOR = 'n'
)
select @mailfilename=MAX(name1) from #TMP_MAINT_FILENAMES
print 'The following file is being sent as an attachment'
print @mailfilename
```

Set the various parameters for xp\_sendmail.

```
declare @tmpmessage varchar(300)
declare @tmpsubject varchar(300)
select @tmpmessage = 'This is the last maintenance report on the server for the maintenance
plan '+@planname
select @tmpsubject = 'SQL Server Maintenance Report for '+@planname
```

Now send the last file for the maintenance plan.

```
exec master..xp_sendmail @recipients= @operator, @subject =@tmpsubject,
@message=@tmpmessage,
@attachments= @mailfilename
```

Perform cleanup.

```
drop table #TMP_MAINT_FILENAMES
exec master..xp_cmdshell "del c:dir.txt"
SET NOCOUNT OFF
```

8. Make sure that the @planname, @dir, and @operator values are set in the script.
9. Save the job step.

These programming examples are provided for illustration only, without warranty either expressed or implied. This includes, but is not limited to, the implied warranties of merchantability or fitness for a particular purpose. Make sure that you are familiar with the programming language that is shown and with the tools that are used to create and to debug procedures.



## 6. Troubleshooting Error Code 0x80072f17

Many people have reported problems when they try to sync their cell phones with their Exchange servers.

When they try to sync with MS Exchange Server 2003 using Windows Mobile 5.0 they might get the following error code: 0x80072f17. Some users have also reported problems when trying to sync with MS Exchange Server 2007.

This problem is usually associated with using Secure Socket Layer (SSL) certificates.

Remember that you use SSL for Internet protocols such as Network News Transfer Protocol (NNTP), Simple Mail Transfer Protocol (SMTP), Post Office Protocol version 3 (POP3), and Internet Message Access Protocol (IMAP).

The SSL authentication method uses public/private key technology to ensure privacy. The SSL protocol resides at the Open Systems Interconnection (OSI) presentation layer and moves data from the application layer to the TCP transport layer. It is responsible for authentication, encryption, and verification of data integrity.

The authentication function assures that the data is being sent to the correct server and that the server is secure. Encryption ensures that data cannot be read by anyone other than the target server. Data integrity ensures that the data has not been corrupted or altered in transit.

If your user removes the SSL authentication then they'll probably be able to synchronize their phones with the server. But that's probably not how you want them to operate. Even if you directly install the certificate you may still have problems. Checking or un-checking the proxy settings related box does not have an effect on the problem.

One solution to this problem is to reissue the SSL certificate through Internet Information Services (IIS). This can happen if you were using the original certificate the Exchange Server installed and the certificate was replaced.

Another possible cause for the 0x80072f17 error is if an unsupported certificate has been installed. If you installed a certificate that supported wildcards from a certifying digital certificate provider, then this certificate will probably install but using the certificate was most likely not supported. To fix this problem you can replace the certificate with one that does not use wildcards and is listed in the root certificate store on the device.

Another situation when the problem can occur is when Microsoft Exchange does not connect but generates another error code: 0x80072EE7. Selecting another system to synchronize with will result in a related synchronization error message such as when the Microsoft Exchange server shows "Synchronization could not be completed. Try again later". The support code generated by the system is: 0x80072F17.

You might need to add a new certificate to your device. Such as when your SSL certificate issuer on the Exchange Server is new to the business or has made some changes.

Here's how you can enable and disable Outlook Web Access for internal clients:



If you are using Microsoft Exchange Server 2003 Service Pack 1 (SP1), the following steps do not apply. The Web DAV address check is not present in Microsoft Exchange 2003 Service Pack 1.

To restrict access to Outlook Web Access if you are using Exchange Server 2003 SP1 or later, follow these steps:

1. In the Active Directory Users and Computers snap-in, right-click the user account that you want to restrict from using OWA, and then click Properties.
2. Click the Exchange Features tab, click Outlook Web Access, and then click Disable.

By default, user accounts that are mailbox-enabled are also enabled for Outlook Web Access in Exchange Server 2003.

You can enable users in your corporate network to access Outlook Web Access. At the same time, you can deny access to external clients. The key to this approach is a combination of a recipient policy and a special Hypertext Transfer Protocol (HTTP) virtual server.

To use this approach, follow these steps:

1. Create a recipient policy with a Simple Mail Transfer Protocol (SMTP) domain name. Users who connect to an HTTP virtual server must have an e-mail address with the same SMTP domain as the virtual server. Creating a recipient policy is an efficient way to apply the same SMTP domain to multiple users. (Note Outlook Web Access users do not have to know the name of the SMTP domain.)
2. Apply the recipient policy to the user accounts that you want to enable access for.
3. On the front-end server, create a new HTTP virtual server that specifies the domain that is used in the recipient policy.

After you have completed these steps, users whose e-mail addresses do not have the same SMTP domain as the HTTP virtual server cannot log on and access Outlook Web Access. Also, as long as you do not use the SMTP domain as the default domain, external users cannot determine what the SMTP domain is because the domain does not appear in the From field when users send e-mail messages outside the organization.

For more information, review the following article number in the Microsoft Knowledge Base: 293386 HTTP 401 or 404 error messages when you access OWA implicitly or explicitly.

Besides enabling Outlook Web Access for users in your corporate network, you can also prevent specific internal users from accessing Outlook Web Access. You do this by disabling the HTTP and Network News Transfer Protocol (NNTP) protocols for those users.

To prevent an internal user from accessing Outlook Web Access, follow these steps:

1. In the Active Directory Users and Computers snap-in, open the user's Properties dialog box.
2. On the Exchange Features tab, click Outlook Web Access, and then click Disable.
3. Restart the IIS Admin Service.

## 7. Troubleshooting Error Code 0x80040119

Troubleshooting error codes in Microsoft Windows can be an arduous task. Oftentimes the error code can occur under different conditions and will take multiple diagnostic paths until you discover the reason for the error. Sometimes the error can seem random and other times the error is consistent and can be reproduced.

For instance, error code 0x80040119 is most often produced to indicate synchronization problems. Sometimes the error will occur after you've performed an Exchange upgrade. But diagnosing what code or application produced the error will take some time.

If you're like most system administrators your highest priority is to keep the systems up and running. And this implies that you need to keep your end users up and running. So with that pretext in mind I will focus this blog post on how to correct your problem so that you can keep your users online and as productive as possible.

Sometimes you will have a small number of email users, out of hundreds of users, who are the only ones receiving email error messages. Everyone else will be receiving emails with no problems. The email error messages will reference error code 0x80040119 and say something about client operation failures or synchronization errors. One such system administrator running Microsoft Outlook had the situation where only a couple email users out of many were receiving emails indicating synchronization issues.

Here's a sample of those email error messages:

```
Synchronizer Version 11.0.6352
Synchronizing Mailbox 'John, Doe'
Synchronizing Hierarchy
Error synchronizing folder
    [80040119-501-0-5C0]
    The client operation failed.
    Microsoft Exchange Server Information Store
    For more information on this failure, click the URL below:
    http://www.microsoft.com/support/prodredirect/outlook2000\_us.asp?err=80040119-501-0-5c0
Done
Microsoft Exchange offline address book
Download successful
```

A possible solution is to recreate the outlook profile for each user who is having the error messages. This has been known to fix the problem in the past.

Open Control Panel and double click the mail icon. Then select Show Profiles and Add a new profile. Proceed through all the necessary steps to create the account until you are finished. When all 'add profile' steps have been completed and you have confirmed that all your profile settings are correct then you can delete the old profile. Your users should not receive any more synchronization error messages.

You can also try:

- Go into TOOLS – ACCOUNT SETTINGS
- Select your exchange account
- Click on CHANGE



- Click the MORE SETTINGS button
- Click on the ADVANCED TAB
- Uncheck "Download public Folders Favorites"
- OK – NEXT – CLOSE

This is a good solution for two or three users who are having this problem but what do you do when a couple of hundred users are receiving the same error messages? Or maybe all your users are receiving the same error messages?

This is the reason why backups and replicas are important. It's a lot easier to restore information for a couple of hundred users than it is to have to spend hours and hours manually rebuilding user profile information.

I mentioned earlier that your diagnostic path for resolving error code 80040119 can be varied given the different circumstances that the error will manifest itself.

Sometimes, the error message will report:

```
Failed to locate correct profile. Please close Outlook, open Outlook, and synchronize again. ERROR: 80040119 Communication Failure (80040119,4011).
```

If you get the error for all four Outlook conduits, then you should do the following:

If you are using Windows Vista:

1. Go to Start/Search
2. Click on the drop down for Advanced Search in the upper right corner
3. Click on the drop down for location and select Local Disk (C:)
4. Enter mapi32.dll in the Name field
5. Check the box for "Include non-indexed, hidden, and system files (might be slow)"
6. Hit Search
7. Once the file is located (should be in C:\windows\system32) right mouse click on it and select rename
8. Change the .dll to .old
9. Open Outlook and wait 30 second to 2 minutes. See if you get a message that a recently installed program may cause Outlook to function improperly. Answer yes that you want Outlook to repair the problem. Wait another minute, close and reopen Outlook.
10. Sync again

If you are using Windows XP:

1. Ensure that Outlook is shut down (including any open e-mails or other Outlook applications).



2. Click on “Start/Find/Files and Folders”, and type MAPI32.DLL in the “Named” field.
3. Look for the Mapi32.dll file that is located in C:Windowssystem or C:winntsystem32 depending on which version of Windows you have. Then right mouse click on that file, and click on “Rename” from the popup menu and rename it to Mapi32.old
4. Open Outlook. You will get a message that a “Recently installed program” may be causing Outlook to function improperly. Choose to have Outlook fix the error. Wait approximately 30 seconds (you won’t see anything happen.)
5. Sync again

## 8. Troubleshooting Error Code 0x80040005

There are more than a couple of situations when you may receive the error code, 0x80040005. Here are some of those situations:

1. When you cannot move, synchronize, or auto-archive messages
2. If active mail session with Exchange server was broken
3. When emailing a report using the tree email from within FRx Report Designer
4. When you use Distributed Authoring and Versioning (DAV) to query for message properties on the information store in Microsoft Exchange 2000 Server or Microsoft Exchange Server 2003

If you are in a situation where you (1) cannot move, synchronize or auto-archive messages then you may receive the error code 0x80040005. When you try to Auto-Archive messages, move messages, or synchronize items while Microsoft Outlook is connected to a Microsoft Exchange Server mailbox, you may receive the following error message:

```
Error while archiving folder <folder name - Inbox> in store "Archive Folders". The source and destination folders for this operation cannot be the same.
```

It is possible that you receive the following message in the synchronization log:

```
12:51:31 Error synchronizing folder
12:51:31 [80004005-501-0-550]
12:51:31 The client operation failed.
12:51:31 Microsoft Exchange Server Information Store
```

You might also receive the following error message when you attempt to copy/move:

```
"Can't move the items. The item could not be moved. It was either already moved or deleted or access was denied."
```

To resolve this behavior, verify that all items with attachments are either opened or deleted when you receive them.

You can use the Preview pane in Outlook to view the messages. This opens the messages and allows the scan to take place. There may be minor delays in the process while the scans occur.

In the case where (2) active mail session with Exchange server becomes broken - this may happen if xp\_sendmail fails with the mail error code 0x80004005.

When you use xp\_sendmail extended stored procedure to send e-mail from SQL Mail with SQL Server 2000, you might receive the following error message:

```
Server: Msg 18025, Level 16, State 1, Line 0
xp_sendmail:failedwithmailerror 0x80040005
```

You receive the same error message if you use SQL Server Agent to send email messages.



However, when you use the Microsoft Outlook client on a computer that is running SQL Server (and Outlook is configured with the same MAPI profile as SQL Mail), the delivery of messages is not affected and you can successfully send e-mail.

You can experience problems described in the “Symptoms” section of this article if connection to the Microsoft Exchange server was broken during active SQL Mail session. The connection could be broken due to a sudden loss of network connectivity with an Exchange server or because of other network problems. As a result, an invalid SQL Mail session is left on an SQL Server, and SQL Server attempts to utilize it for xp\_sendmail calls. Since the mail session is invalid, an error is returned.

To fix the problem without restarting the SQL Server service, you may manually stop the invalid mail session. To do so, connect to the SQL server with Microsoft SQL Server Query Analyzer or similar utility using an account with sysadmin privileges, and run the following command:

```
exec master.dbo.xp_stopmail
```

This will force the broken mail session to quit and allow new sessions to be successfully created during xp\_sendmail calls.

Another situation can occur where you receive the 0x80040005 error message, “Send Message Error: -2147467259 – (Collaboration Data Objects) – e\_fail (80004005)”

This error occurs when (3) emailing a report using the tree email from within FRx Report Designer.

One of the following should resolve the error:

1. Confirm that the pathing for the Output path in the Company – Information screen and pathing that has been entered in the Catalog – Output tab Filename field is a valid path.
2. When sending an attachment and using the email in the tree, a Mailbox file size limit may be reached. Remove some users from the tree or increase the size limit of the Microsoft Outlook mailbox.

Another possible circumstance when you might receive the error code 0x80040005 is (4) when you use Distributed Authoring and Versioning (DAV) to query for message properties on the information store in Microsoft Exchange 2000 Server or Microsoft Exchange Server 2003. Then the DAV query of the information store for message properties returns the 0x80004005 error code.

A 0x80004005 (ecCallFailed) error is returned if the urn:schemas:mailheader:to property is requested. Additionally, an error is returned if there are messages in the result set that have recipients where the value of PR\_EMAIL\_ADDRESS is an empty string (“”).

To resolve this problem, obtain the latest service pack for Exchange Server 2003. For more information you can review article number, 836993, in the Microsoft Knowledge Base to learn more about how to the latest service packs for Exchange Server 2003.

In addition, a supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem concerning when the DAV query of the information store for message properties returns the 0x80004005 error code.



## 9. Troubleshooting Error Code 0x8004011C

There are several reasons why you may have received the 0x8004011C error code. Sometimes an Extended MAPI function will return a numeric result codes that is the equivalent of the MAPI\_E\_UNCONFIGURED error code.

Other times you will receive this error in conjunction with using the MAPI component of ASP. The Mail Application Programming Interface (MAPI) is a component used in Active Server Page (ASP) code. It was formerly called Active Messaging, but is now called Collaboration Data Objects (CDO). To allow for greater functionality from the object library than was available in Active Messaging 1.1, the objects were replaced by CDOs. CDOs are objects that support capabilities beyond simple messaging into the areas of calendaring, collaboration, and workflow.

ASP technology is used very widely in Exchange 2000 conferencing and as a result, you may encounter a variety of MAPI warnings and error messages one of which will be the 0x8004011C error code.

The optimal return value for any call to MAPI is zero, which signifies that the call is successful and is producing the expected results. However, MAPI may return a warning value (CdoW) or an error value (CdoE) to the CDO libraries. A warning signifies a partial success with possible unexpected results or side effects. An error indicates the call was not successful. All warning and error return codes are nonzero.

Such is the case of a returned error code of 0x8004011C (decimal value 1284) – CdoE\_UNCONFIGURED

Sometimes your error received will look something like this:

```
Event Type: Error
Event Source: MSExchangeAdmin
Event Category: Move Mailbox
Event ID: 1008
Date: (Date)
Time: (Time)
User: N/A
Computer: xxxxxxxxxxx
Description:
Unable to move mailbox '<xxxx>'.
Error: The information store could not be opened.
An unexpected, unknown error has occurred.
MAPI 1.0
ID no: 8004011c-0289-00000000
```

Another condition for you to receive the error code 0x8004011C is if you receive the message “Your profile is not configured” when you access Client Permissions. This can happen if you are in Exchange System Manager, when you right-click a public folder, click Properties, click the Permissions tab, and then click Client permissions to view the permissions on the public folder.

You may receive the following error message:

```
Your profile is not configured.
An unexpected, unknown error has occurred.
Microsoft Exchange Server Information Store
ID no: 8004011c-0521-00000000
ID no: c1050000
Exchange System Manager
```

This issue can occur if the mailbox store where the System Attendant mailbox is located is not mounted. To resolve this issue, mount the mailbox store where the System Attendant mailbox is located. If you do not want the System Attendant mailbox to be located on the current mailbox store, you can move it to another mailbox store on the same server.

Another situation when you might receive the error code 0x8004011C is when mailbox logon scripts fail; Exchange 2000 Management Pack components for Microsoft Operations Manager (MOM) 2005 cannot monitor a server that is running Microsoft Exchange 2000 Server. An event that is similar to the following appears in the MOM 2005 Operator Console:

```
Description:
Cannot verify availability of the following test account:
Exchange Server: "Server Name"
MDB:" Store Name"
Mailbox: "Mailbox Name"
due to the following error
Error ID: 0x80040704(-2147219708)
Error text: Your profile is not configured.
[Microsoft Exchange Server Information Store -
[MAPI_E_UNCONFIGURED(8004011C)]]
Computer: Computer Name
Time: Time
Type: Error
Provider Name: Script-generated Data
Event Number: 9983
Provider Type: Generic Provider
Source: Exchange MOM
Category:
Raises Alert: True
Consolidated:
From:
To:
Event Id: EventId
```

For this situation, a supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem that is described above. Apply this hotfix only to systems that are experiencing this specific problem. There is a "Hotfix download available" section at the Microsoft Knowledge Base.

The "Hotfix download available" form displays the languages for which the hotfix is available. If you do not see your language, it is because a hotfix is not available for that language.



Because of file dependencies, this hotfix requires Microsoft Exchange 2000 Server Service Pack 3 (SP3). For more information, please review the following Microsoft article number, 301378, in the Microsoft Knowledge Base.

The English version of this hotfix has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in Coordinated Universal Time (UTC).

When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the Time Zone tab in the Date and Time tool in Control Panel.

Date	Time	Version	Size	File name
03-Aug-2004	19:12	6.0.6615.0	716,800	Cdo.dll
03-Aug-2004	19:10	6.0.6615.0	745,472	Mapi32.dll

Microsoft has confirmed that this is a problem in Exchange 2000 Server.



## 10. Troubleshooting Error Code 0x80040610

Have your users ever complained about not being able to send email that had large attachments? Sometimes your end users will try to send emails that contain large files that are maybe ten (10) to twenty (20) megabytes or larger. After they hit the submit button they'll get an error message that goes something like:

The message being sent exceeds the message size established for this user.

You can check the user's outbox and the message is still there.

This can happen with Exchange using Outlook. Outlook may or may not be setup in Exchange server cached mode. One thing you can do is to have the Exchange system administrator check the global send size limits. Then compare those limits to the size of the outbound email attachment. If the email attachment exceeds that size limit then you can have your user try zipping the file(s) so as to reduce the total size of the attachment(s). Then try re-sending the email.

The user may also have to consider splitting the attachment into smaller pieces and then resend those smaller chunks in separate emails. Sometimes users are sending PowerPoint attachments which can be very large when graphics and images especially are added to the presentation. The user could break the presentation into a sequence of three or four sections and then resend those sections separately.

Every once in a while you have the situation where you've attempted to pre-empt a potential problem by cleaning up a folder such as the Sent Items folder. One admin had reported that they removed a large message from the Sent Items folder after they surmised that the large message was not going to get past the recipient's firewall and that the message was too large. After doing so they then started getting the 0x80040610 error code. They then tried to cancel all (pending transactions) but received another error indicating that the task was cancelled before it was completed.

It turned out that the cancelled email was still stuck in the Microsoft Exchange Server because it had exceeded the file size limit – as discussed previously. Deleting the file resolved the issue and stopped the error message from being generated.

A possible solution would have been to add a new profile through the mail icon in the control panel. Once successful then you could move the mail from the old profile into the new one.

You can also check your email settings. It's possible that you might have the following parameter settings and still need to make some changes.

```
get-sendconnector showing all send connectors have a maxmessagesize of 150MB
get-receiveconnector showing all receive connectors have a maxmessagesize of 150MB
get-transportconfig showing a MaxSendSize to be unlimited
get-Mailbox also shows MaxSendSize is unlimited
```

If this is the case you may still be able to receive large emails.

You can restart the Microsoft exchange transport service and server to make your setting changes permanent. You can also try setting the TransportConfig to unlimited and Mailbox limits to a fixed value.



Make changes to TransportConfig and Mailbox limits by going to the Exchange Management Console (the GUI tool). From there, go to the Recipient Configuration area and then to the Mailboxes. Select a user and then edit their properties. Select the "Mail Flow Settings" tab. Highlight the "Message Size Restrictions" and click the properties button. If you see that Sending Message Size and Receiving Message Size "Maximum Message Size in KB" are unchecked, then this can result in an "unlimited" value for the get-Mailbox report of MaxMessageSize.

You can also set your own value by checking both boxes and entering a value such as 102400 (100 MB in KB). Then save your new settings. You should now be able to send large files larger up to 100 megabytes in size. Change your remaining user values as appropriate. You should now be able to see a value of 100MB for the get-Mailbox parameter in the Exchange Management Shell for all mailboxes that have been changed using that value.

Note that you can change the values for all users or you can set the TransportConfig value and it will apply to all users. For example:

```
Set-TransportConfig -MaxReceiveSize 100MB -MaxSendSize 100MB
```

Another reported workaround is to stop the Edge Synchronization: configure the hub transporter to allow the desired size limits and then restart the Edge Sync with the updated hub transporter configuration.