

Troubleshooting E-mail Router issues

This section provides guidelines for troubleshooting issues that you might encounter as you deploy and configure the E-mail Router.

E-mail Router installation issues

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This section provides troubleshooting guidelines and reference information about how to resolve issues that can occur during E-mail Router installation.

To troubleshoot an E-mail Router installation

Verify that your operating environment meets all hardware and software requirements. For detailed requirements

Logging (E-mail Router)

If a problem occurs during E-mail Router Setup, review the log file for information. By default, the E-mail Router Setup log is named crm50emailroutersetup.log and is located in the C:\Documents and Settings\\Application Data\Microsoft\MSCRM\Log folder on the computer where E-mail Router is installed.

Incoming e-mail configuration issues

This section provides troubleshooting guidelines and reference information about how to resolve some commonly encountered issues that can occur during E-mail Router incoming profile configuration.

To troubleshoot an E-mail Router incoming profile configuration

Make sure that you follow the incoming profile configuration procedures in the E-mail Router Configuration Manager Help.

For more information about how to configure an incoming profile, see [Configure the E-mail Router in the Microsoft Dynamics CRM 2011 Installing Guide](#).

See the following sections for information about how to resolve some commonly encountered issues with incoming configuration profiles.

Login timeout error

Symptom: When you click Test Access in the E-mail Router Configuration Manager, you receive the following HTTP error message:

Incoming Status: Failure - The remote server returned an error: (440) Login Timeout

This is typically caused by trying to use forms-based authentication instead of Windows authentication (the only supported authentication method).

Resolution: Change the authentication mode to Windows authentication on the mailbox server. For more information

Unauthorized access to the mailbox

Symptom: When you click Test Access in the E-mail Router Configuration Manager, you receive the following HTTP error message:

Incoming Status: Failure - The remote Microsoft Exchange e-mail server returned the error "(401) Unauthorized". Verify that you have permission to connect to the mailbox.

Resolution: Verify the following:

Before you click Test Access, make sure that the user has logged on to the mailbox so that the mailbox is activated.

Make sure that you can receive e-mail messages in the mailbox.

In the Location section of the E-mail Router Configuration Profile dialog box, verify that the correct URL of the Exchange Server is entered. For example:

`https://myexchangeserver`

`https://www.myexchangeserver.local`

`https://myexchangeserver/EWS/Exchange.asmx`

Verify the settings in the Access Credentials section of the E-mail Router Configuration Manager incoming profile dialog box:

Make sure that the specified user has full access rights to the mailboxes that this incoming profile will serve. To test this, log on to the computer that is running the E-mail Router by using the specified access credentials, or in Windows Internet Explorer, try to access the Outlook Web Access (OWA) URL of the user that you are testing (for example, `http://exchangeserver/Exchange/crmuser`).

If you selected the User specified option in the Access Credentials drop-down list, make sure that the users whose mailboxes this profile will serve have set their user name and password in the Set Personal Options dialog box (available in the Workplace section of the Microsoft Dynamics CRM web application). This enables the E-mail Router to access mailboxes by using each user's access credentials.

Mailbox not found (access test fails)

Symptom: When you click Test Access in the E-mail Router Configuration Manager, you receive the following HTTP error message:

Incoming Status: Failure - The remote Microsoft Exchange e-mail server returned an error "(404) Not Found". The user or queue does not have a mailbox. Create a mailbox and try again.

Resolution: Depending on which version of Exchange Server you are using, perform one of the following procedures.

For Exchange Server 2007

Connect to the Exchange Server where the mailbox is located.

Open Internet Information Services (IIS) Manager: Click Start, type inetmgr, and then press ENTER.

Verify the presence of the virtual directory (Exadmin or Exchange) that you are using to connect to the mailbox:

Expand the default Web site.

Verify that the Exadmin folder is present. If it is not, you will have to create it. For detailed information

For Exchange Server 2003

In the Web application, verify that the e-mail address logon information is the same as the user's domain logon:

Example of correct configuration:

DomainName: DOMAIN\user1

E-mailAddress: user1@domain.com

Example of incorrect configuration:

DomainName: DOMAIN\user2

E-mailAddress: CRM.User@domain.com

Make sure that the Microsoft Dynamics CRM user properties are set to use the correct e-mail address.

Run the E-mail Router Configuration Manager to configure an incoming profile and then publish the profile.

Stop the E-mail Router service. For more information, see "To stop a service" below.

Open the Microsoft.Tools.Crm.EmailAgent.Xml file in a text editor such as Notepad.

At the top of the file, set ConfigUpdatePeriod = 0.

Modify each user's incoming profile as follows:

<EmailUser>DOMAIN\User2</EmailUser>

<EmailPassword>{2A48C4DB-F2BFZ3g==@MkoEoFd1wvV8bY8UijX7VA==</EmailPassword>

<EmailAddress>CRM.User@domain.com</EmailAddress>

Change only CRM.User to User2, as follows:

<EmailAddress>User2@domain.com<EmailAddress>

Save the Microsoft.Tools.Crm.EmailAgent.Xml file.

Restart the E-mail Router service. For more information, see "To start a service" below.

To start a service

On the Start menu, type services.msc, or click Run, type services.msc, and then press ENTER.

Right-click the service that you want to start, and then click Start.

Click OK and then close the Services application.

To stop a service

On the Start menu, type services.msc, or click Run, type services.msc, and then press ENTER.

Right-click the service that you want to stop, and then click Stop.

Click OK and then close the Services application.

Mailbox not found (access test succeeds)

Symptom: When you click Test Access in the E-mail Router Configuration Manager, the test succeeds. However, you receive HTTP 404 errors in the application event log when the E-mail Router processes e-mail messages. Check the IIS logs for the following error:

Request Filtering: Denied because URL doubled escaping 404.11

Resolution: Run the following command on the Exchange Web site to allow double escaping:

The E-mail Router service configuration parameter "EmailUser" is missing

Symptom: When you use the E-mail Router, you may experience one or more of the following issues:

An error event is logged in the application log (Event Source: MSCRMEmail) with a description that states "EmailUser" is missing.

When you use the Test Access functionality in the E-mail Router Configuration Manager, you receive an error message that states "Emailuser" is missing.

This issue occurs because Microsoft Dynamics CRM is not configured to use your credentials to send and receive e-mail messages.

Resolution: For information about how to resolve this issue, see the KB article 947094.

SSL/TLS error from E-mail Router Configuration Manager test access

Symptom: You run the E-mail Router to configure access to a mailbox. When you try to test access to the mailbox, you receive the following error message:

“Incoming Status: Failure - The underlying connection was closed: Could not establish trust relationship for the SSL/TLS secure channel. The remote certificate is invalid according to the validation procedure.”

This issue occurs if you use self-signed certificates. The E-mail Router does not support self-signed certificates.

Resolution: For information about how to resolve this issue, see the KB article 954584.

POP3 issues

Error connecting the E-mail Router a POP3 mailbox

Symptom: When you click Test Access in the E-mail Router Configuration Manager to test a profile that uses a POP3 mailbox, you receive the following error:

Incoming Status: Failure – An error occurred while executing POP3 command “Command removed for security reasons”. The server response was: “-ERR authorization first”.

This error occurs because POP3 does not use NTLM authentication. Instead, POP3 uses Basic authentication (clear text).

Resolution: For information about how to resolve this issue, see the KB article 954046.

Issues with using a POP3 e-mail account

Symptom: After you configure the E-mail Router to use a POP3 e-mail account, you may experience one or more of the following symptoms:

After you read e-mail messages from the POP3 mailbox, the E-mail Router does not process these messages.

When you try to open the POP3 mailbox by using an e-mail reader, or when the E-mail Router connects to the POP3 mailbox, you receive one of the following error messages:

The application cannot connect or open the mailbox.

The mailbox is in use.