

**The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs**  
Netanel Ben-Shushan, Microsoft MVP

*The case of iOS 6.1 and the excessive growing of Exchange Server  
transaction logs*

*Version 1.5*

By: Netanel Ben-Shushan



## **The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs** **Netanel Ben-Shushan, Microsoft MVP**

### **Acknowledgements**

First, I would like to thank [Yuval Sinay](#), Microsoft MVP and my personal mentor. You're number one and the best IT expert (the only one that I can call real expert) I've ever met.

Secondly, I would like to thank [Yaniv Totshvili](#), Microsoft MVP for solving this issue by providing instructions for iPhone 4S and iOS 6.1.1 fix.

## The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs Netanel Ben-Shushan, Microsoft MVP

### About the Author

Netanel Ben-Shushan (CCA/CSA/JNCIS-SSL/MCSE/MCTS/MCITP and Microsoft MVP) is an IT Consultant & Trainer from Israel, who works mainly with Microsoft, networking and information security systems. He's the creator of [www.ben-shushan.net](http://www.ben-shushan.net), a personal website in Hebrew with technical guides and articles. Beside he's website, Netanel is also writing a Hebrew weblog at [Microsoft Israel's blogging community](#). And a column named [Professor Windows](#).

Today Netanel is working as a Microsoft Infrastructure Practice Manager at Ankor Computing Infrastructures; Leading Integration Company in Israel.



You can contact Netanel by sending e-mails to [netanel@ben-shushan.net](mailto:netanel@ben-shushan.net) or by [LinkedIn](#).

**The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs**  
**Netanel Ben-Shushan, Microsoft MVP**

**Disclaimer**

Netanel Ben-Shushan makes this document available for informational purposes only. It may not reflect the most current legal developments, and Netanel Ben-Shushan does not represent, warrant or guarantee that it is complete, accurate or up-to-date. This document is subject to change without notice. The materials on this site are not intended to constitute legal advice or to be used as a substitute for specific legal advice from a licensed attorney. You should not act (or refrain from acting) based upon information in this site without obtaining professional advice regarding your particular facts and circumstances.

Microsoft, their products and the Exchange logo are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Apple, their products and the iPhone products and logo are trademarks or registered trademarks of Apple Inc.

In some points in this paper Netanel Ben-Shushan has been referred to external information, Netanel Ben-Shushan do not recommended and take any warranty on the external information.

**The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs**  
**Netanel Ben-Shushan, Microsoft MVP**

**Table of Contents**

Acknowledgements ..... 2

About the Author..... 3

Disclaimer ..... 4

Abstract ..... 6

Introduction ..... 7

Gathering Information (Collecting the iOS 6.1 devices)..... 8

Workarounds & Resolutions ..... 10

**The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs**  
**Netanel Ben-Shushan, Microsoft MVP**

**Abstract**

This paper describes the issues between Apple iOS 6.1 devices to Exchange Server 2007/2010 and 2013 systems.

This paper describes the issues that may appear while synchronizing Apple iOS 6.1 devices to Exchange Server 2007/2010 and 2013 systems.

## **The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs** **Netanel Ben-Shushan, Microsoft MVP**

### **Introduction**

I found myself reading [Tony Redmond's weblog post](#), [WMPowerUser article](#) and [ZDNet article](#) about this issue, (you can refer to any link to read more about that issue) because I found some performance issues and transaction logs overloading on one of my customer's Exchange Server 2010 system.

I've puzzled things up, and understand that before some critical updates of customer's iPhone 4S operating system upgrade to iOS 6.1 everything's work just fine.

I realize that the transaction logs start to fill the disks quickly and that the CPU utilization at ExMon with high session count, as Tony Redmond mentioned in his great weblog post.

## The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs Netanel Ben-Shushan, Microsoft MVP

### Gathering Information (Collecting the iOS 6.1 devices)

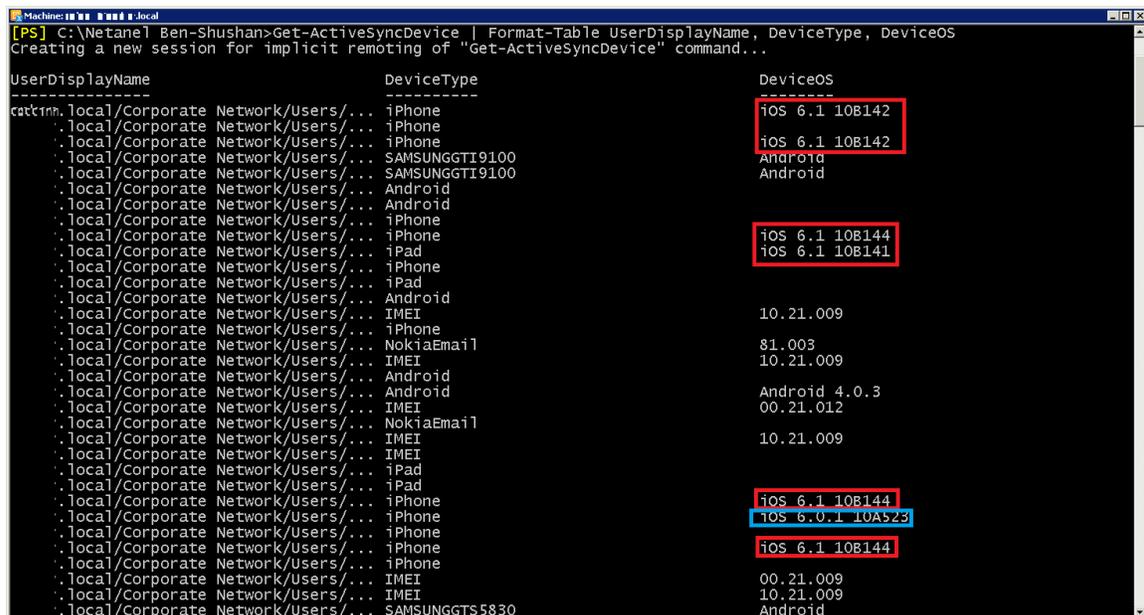
First, the systems administrators need to find the device(s) that have been upgraded to iOS 6.1. Additionally, it's recommended to gather the user(s) that working with earlier versions of iOS on their device(s) (such as iPhone and iPad) and warn them using an e-mail or text message not to update their iOS operating system to 6.1, just like [Vodafone](#) warn its customers.

To view iOS 6.1 and generally ActiveSync connected devices, follow these steps:

1. Connect to your Exchange Server, and open **Exchange Management Shell** (If you've installed the Exchange Management tools on your workstation, you can perform this action also from your workstation).
2. Type the following command:

```
Get-ActiveSyncDevice | Format-Table UserDisplayName, DeviceType, DeviceOS
```

3. Press the **Enter** key on your keyboard.
4. As mentioned on Figure 1, there's a list of the user names (and source organizational units) under *UserDisplayName*, also, there's the DeviceOS field, the iOS 6.1 are marked in red boxes, which help systems administrators to easily collect those devices from the appropriate users, and threat them according to this article; also, in this figure you can find an earlier version of iOS 6.x, which marked in blue box. In this scenario, systems administrators can easily identify and inform the user(s) not to upgrade their device(s) from current version to the iOS 6.1.



```
[PS] C:\Netanel Ben-Shushan>Get-ActiveSyncDevice | Format-Table UserDisplayName, DeviceType, DeviceOS
Creating a new session for implicit remoting of "Get-ActiveSyncDevice" command...

UserDisplayName                DeviceType                DeviceOS
-----
catc1rnh.local/Corporate Network/Users/... iPhone                    iOS 6.1 10B142
.local/Corporate Network/Users/... iPhone                    iOS 6.1 10B142
.local/Corporate Network/Users/... iPhone                    iOS 6.1 10B142
.local/Corporate Network/Users/... SAMSUNGGTI9100           Android
.local/Corporate Network/Users/... SAMSUNGGTI9100           Android
.local/Corporate Network/Users/... Android
.local/Corporate Network/Users/... Android
.local/Corporate Network/Users/... iPhone
.local/Corporate Network/Users/... iPhone
.local/Corporate Network/Users/... iPad                    iOS 6.1 10B144
.local/Corporate Network/Users/... iPad                    iOS 6.1 10B141
.local/Corporate Network/Users/... iPhone
.local/Corporate Network/Users/... iPad
.local/Corporate Network/Users/... Android
.local/Corporate Network/Users/... IMEI                    10.21.009
.local/Corporate Network/Users/... iPhone
.local/Corporate Network/Users/... NokiaEmail            81.003
.local/Corporate Network/Users/... IMEI                    10.21.009
.local/Corporate Network/Users/... Android
.local/Corporate Network/Users/... Android
.local/Corporate Network/Users/... IMEI                    Android 4.0.3
.local/Corporate Network/Users/... IMEI                    00.21.012
.local/Corporate Network/Users/... NokiaEmail            10.21.009
.local/Corporate Network/Users/... IMEI
.local/Corporate Network/Users/... IMEI
.local/Corporate Network/Users/... iPad
.local/Corporate Network/Users/... iPad
.local/Corporate Network/Users/... iPhone                    iOS 6.1 10B144
.local/Corporate Network/Users/... iPhone                    iOS 6.0.1 10A523
.local/Corporate Network/Users/... iPhone                    iOS 6.1 10B144
.local/Corporate Network/Users/... iPhone
.local/Corporate Network/Users/... IMEI                    00.21.009
.local/Corporate Network/Users/... IMEI                    10.21.009
.local/Corporate Network/Users/... SAMSUNGTS5830           Android
```

## The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs Netanel Ben-Shushan, Microsoft MVP

**Figure 1:** Get-ActiveSyncDevice | Format-Table UserDisplayName, DeviceType, DeviceOS output

**Tip:** Systems administrators that want to filter only iOS 6.1 devices can use the following command from **Exchange Management Shell**:

```
Get-ActiveSyncDevice | where {$_.DeviceOS -match "iOS 6.1"} | select UserDisplayName, DeviceType, DeviceOS
```

The output of this command is shown in Figure 2.



```
[PS] C:\Netanel Ben-Shushan>Get-ActiveSyncDevice | where {$_.DeviceOS -match "iOS 6.1"} | select UserDisplayName, DeviceType, DeviceOS
UserDisplayName      DeviceType      DeviceOS
-----
local/Corporate Network/Users/... iPhone         iOS 6.1 10B142
local/Corporate Network/Users/... iPhone         iOS 6.1 10B142
local/Corporate Network/Users/... iPhone         iOS 6.1 10B144
local/Corporate Network/Users/... iPad           iOS 6.1 10B141
local/Corporate Network/Users/... iPhone         iOS 6.1 10B144
local/Corporate Network/Users/... iPhone         iOS 6.1 10B142
local/Corporate Network/Users/... iPhone         iOS 6.1 10B144
local/Corporate Network/Users/... iPad           iOS 6.1 10B141
local/Corporate Network/Users/... iPad           iOS 6.1 10B141
local/Corporate Network/Users/... iPhone         iOS 6.1 10B144
local/Corporate Network/Users/... iPhone         iOS 6.1 10B143
```

**Figure 2:** Get-ActiveSyncDevice | where {\$\_.DeviceOS -match "iOS 6.1"} | select UserDisplayName, DeviceType, DeviceOS output

It's recommended to use [ExMon](#) (also known as Microsoft Exchange Server User Monitor)

If you want to gather specific information on specific users, there's excellent article at [ExchangeServerInfo](#) about this issue. Please refer to him.

**The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs**  
**Netanel Ben-Shushan, Microsoft MVP**

### **Workarounds & Resolutions**

It's recommended to [install Apple iOS 6.1.1](#) software update if that's acceptable, and instruct the users, from now on, to wait before installing any new iOS updates (in case of corporate devices – follow instructions from the IT department regarding iOS releases & updates).

In some cases that you cannot upgrade the Apple devices to iOS 6.1.1 immediately from some reasons, In order to provide those users a temporary solution, until the iOS 6.1.1 update will be made, it's recommended to implement at least one of the following options:

1. **Block the iOS 6.1 devices from Exchange** (You can found more information regarding this method on [ExchangeServerPro](#) article).

To implement this option, follow these steps:

- a. Connect to your Exchange Server, and open **Exchange Management Shell** (If you've installed the Exchange Management tools on your workstation, you can perform this action also from your workstation).
- b. Type the following command:

```
New-ActiveSyncDeviceAccessRule -QueryString "iOS 6.1 10B142" -Characteristic DeviceOS -AccessLevel Block
```

- c. When Microsoft/Apple release appropriate hotfix you can remove the rule by typing this command:

```
Remove-ActiveSyncDeviceAccessRule "iOS 6.1 10B142"
```

2. **Block at your reverse proxy the Meeting request URI** (Cmd=MeetingResponse), for more information about this method please refer to [F5 DevCentral](#).
3. According to a friend of mine & Microsoft MVP named Yaniv Totshvili, in iPhone 4 (not iPhone 4S!) with iOS 6.1, change the iCloud setting named "**Fetch New Data**" to **Manual**. (The Exchange should be **Push**). In iPhone 4S and/or iPad with 3G with iOS 6.1 change the iCloud & Exchange setting named "**Fetch New Data**" both to **Manual**. (Refer to Figure 3 for more information).

## The case of iOS 6.1 and the excessive growing of Exchange Server transaction logs Netanel Ben-Shushan, Microsoft MVP

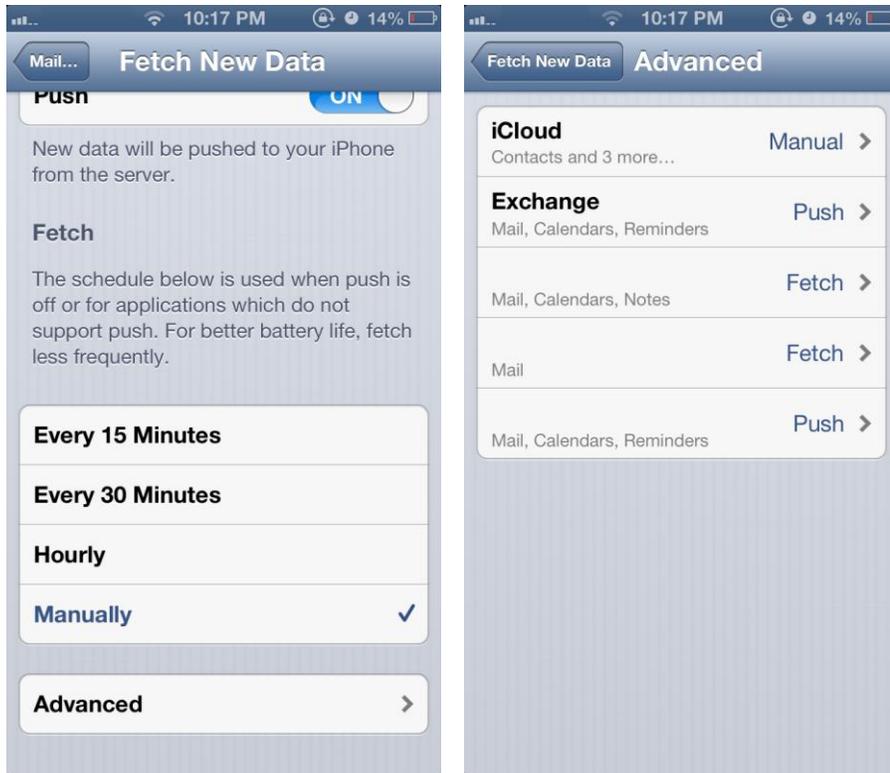


Figure 3: iPhone settings