

## Re: Get Connected Crashes Computer

**Source:**

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2004-03/1054.html>

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**From:** Peter B (*peter\_at\_data.se*)

**Date:** 03/25/04

Date: Thu, 25 Mar 2004 17:17:50 +0100

I have the same problem. I have seen this on 3 different Win2000 machines using ActiveSync 3.7.1. No problem on WinXP though...

We are connecting HHP Dolphin 9500s to the PCs. I will see if I can get another device to connect. Unfortunately I cannot reproduce the problem on our Win2000 development machine at the office. The problematic computers are at customers :-)

I will get back to you with more information on the PCs (SPs etc. ).

/ Peter

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"Susan B." <anonymous@discussions.microsoft.com> wrote in message news:1343c01c41277\$09417730\$a401280a@phx.gbl...

> There's no blue screen, no error message, just a couple of  
> chiming tones, and the system reboots.

>

> Win2k SP4

>

> Thanks, Susan

>

> >-----Original Message-----

> >On Wed, 24 Mar 2004 11:51:10 -0800, "Susan B."

> ><susanb@nlm.nih.gov>

> >wrote:

> >

> >>I am trying to use a Windows 2000 Pro system with an  
> >>IPAQ 3670 and Activesync 3.71 and a USB connection. When  
> >>I insert the ipaq into the cradle, the Get Connected  
> >>screen flashes up briefly, and then the whole system  
> >>crashes and reboots. We have tried uninstalling the virus  
> >>checker (Network Associates VirusScan Enterprise 7.1.0)  
> >>but this hasn't helped. I am unable to establish a  
> >>partnership. I am using the same device on my XP notebook  
> >>with no problem.

> >>

> >>>This W2k system has run activesync successfully for the  
> >>>past year or two, but is now unable to.

> >>

> >>>Try updating all of the drivers for the system (USB  
> >>>peripherals,

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> >motherboard, video, network card, etc.). What is the  
> exact crash error  
> >message? I'm assuming a blue screen pops up with an error  
> message -  
> >that error message is very useful.  
> >  
> >Also, which service pack level are you running on Win2k?  
> >  
> >--  
> >Rob Borek  
> >Want \*ONE ON ONE\* support? <http://www.pocketpcone2one.com>  
> >Please place all replies into the newsgroup so that  
> others can benefit.  
> >.  
> >