

Re: Never Connected using ActiveSync

Source:

<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.activesync/2006-01/msg00018.html>

- *From:* "dlj" <djohnson323@xxxxxxxxxxxx>
 - *Date:* Sun, 1 Jan 2006 12:58:02 -0500
-

Thanks Chris for responding...

- 1) Yes, I was using a administrator account.
- 2) In Device Manager, the device is listed under "Network Adaptors" as "Windows Mobile-based Device #13"
- 3) I entered the route print command but I don't what I'm looking for. Can I post the results here or email them to you?

Deirdra

"Chris De Herrera" <spam@xxxxxxxxxxxxxxxx> wrote in message
<news:escnN9uDGHA.2036@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

- > Hi,
- > When you installed and used ActiveSync were you logged in with an
- > Administrator account?
- >
- > After plugging in the device, did you go into the Control Panel – System –
- > Device Manager and see if the device is identified or unknown? If it is
- > unknown, delete it, unplug the device and then replug it in.
- >
- > After the device is plugged in and recognized, try using the command ROUTE
- > PRINT at a command line. You should see a route list as displayed at
- > <http://www.pocketpcfaq.com/faqs/activesync/tshoot-as4x-connection.htm>
- >
- >
- > ---
- > Chris De Herrera
- > <http://www.pocketpcfaq.com>
- > <http://www.tabletpctalk.com>
- > <http://www.pocketpctalk.com>
- > <http://www.mobilitytalk.com>
- >
- > ActiveSync 4.x Troubleshooting Guide –
- > <http://www.pocketpcfaq.com/faqs/activesync/tshoot-as4x.htm>
- >
- > "dlj" <djohnson323@xxxxxxxxxxxx> wrote in message
- > news:2MKdnVwnOIowfirenZ2dnUVZ_t6dnZ2d@xxxxxxxxxxxxxxxx

Re: Never Connected using ActiveSync

>> Laptop: Toshiba Satellite P35-611
>>
>> Windows XP SP2
>>
>> HP iPAQ rx1955
>>
>> ActiveSync 4.1
>>
>>
>>
>> I brought the ipaq on Dec 16 and installed AS 4.0. The laptop would list
>> the "Windows Mobile-based Device" in the Network connections but the
>> little green "globe" just spins with the message "Connecting". It never
>> connects.
>>
>> Uninstalled 4.0 and installed 4.1...Activesync still doesn't connect.
>>
>> Switched from ISS BlackIce as my firewall to McAfee's Personal Firewall
>> Plus 7(trial version), and setup the firewall for Activesync based on
>> Microsoft's
>> recommendations(<http://www.microsoft.com/windowsmobile/help/activesync/mcafee.mspc>).
>> Activesync still doesn't connect.
>>
>> Disabled both McAfee viruscan and firewall.. Activesync still doesn't
>> connect.
>>
>> Performed numerous soft and hard resets... Activesync still doesn't
>> connect.
>>
>> Called HP tech service and he suggested using msconfig to run just the
>> barebone services. Activesync still doesn't connect. HP Tech says the
>> device is faulty.
>>
>> Went back to Micro Center, exchange it for a new rx 1995. The new ipaq
>> doesn't connect either.
>>
>> Entered the netstat command on my laptop but I only saw my laptop's
>> network connection.
>>
>> It's connected directly to the usb port(no hubs). I've run out of ideas
>> and patience with this device.
>>
>> I can really use some additional help here.
>>
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>>
>> Thanks.
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>>
>>
>> Dee

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• ***Follow-Ups:***

- ◆ ***Re: Never Connected using ActiveSync***
◇ *From:* Chris De Herrera

• ***References:***

- ◆ ***Never Connected using ActiveSync***
◇ *From:* dlj
 - ◆ ***Re: Never Connected using ActiveSync***
◇ *From:* Chris De Herrera
- Prev by Date: ***Re: Active Sync 4.1 MS Mobile 2005 "Looking For Changes"***
 - Next by Date: ***Re: Activesync 4.1 error: 8007000e***
 - Previous by thread: ***Re: Never Connected using ActiveSync***
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